Procurement Solicitations for the South Carolina Department of Revenue:

Alternative methods to streamline the process to provide opportunities to the vendor community by using a more effective and efficient approach.

By: Clarissa R. Belton, CPPB

Agency: South Carolina Department of Revenue

Date: January 31, 2006

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Alternative methods to streamline the process to provide opportunities to the vendor community by using a more effective and efficient approach.

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The purpose of the Procurement Department of the South Carolina Department of Revenue (DOR) is to provide the most competent, receptive personnel to provide the highest quality procurement services for the agency. The underlying purpose and policies are:

- To provide the taxpayers of the state of South Carolina and the employees of the Department of Revenue the most receptive personnel to maintain a uniformly high level of specialized knowledge and skill in the field of procurement administration.

- To provide increased economy in the state procurement activities and to maximize to the fullest extent practicable the purchasing value of funds while ensuring that procurements are the most advantageous to the State.

- To ensure the fair and equitable treatment of all persons who deal with the Procurement system, which will promote increased public confidence in the procedures and processes in public procurement.

The DOR Purchasing Department consists of a small staff of four employees; a Procurement Manager, a Procurement Specialist II, a Procurement Specialist I and a Temporary Administrative Assistant. The procurement department provides the agency with complete oversight of the purchasing and facilities management process for approximately 630 employees and five district offices. As the Procurement Manager my primary focus of managing the procurement process is to ensure the agency is in compliance with the South Carolina Consolidated Procurement Code and Regulations and to provide the most effective and efficient quality services to our customers.

The South Carolina Consolidated Procurement Code and Regulations clearly defines South Carolina’s laws and regulations regarding purchasing. As stipulated in the South Carolina
Consolidated Procurement Code, the DOR is authorized to engage in procurement actions up to $25,000.00 for goods and services and information technology. The Budget and Control Board, Office of Materials Management Audit and Certification Division conduct audits on State Agencies every three years to ensure the laws and regulations are being upheld. Negative results of an audit report could cause an agency to lose its certification.

The Budget and Control Board Office of Procurement Service Chief Procurement Officer has on several occasions utilized its power of authority to delegate the authority back to the procurement official as written in 11-30-840 of the code to issue solicitations over their approved certification level. (See Appendix A - Delegation of Authority Letter) Because of this delegation it has become imperative to ensure that all solicitations are prepared in accordance to the procurement codes due to the vendor's right to protest solicitations over $25,000.00. Even though the DOR has maintained compliance with the code and has received very successful audits in the past; there are areas in the procurement solicitation process that need improvement.

In researching a project for the Certified Public Manager (CPM) Program that would benefit the procurement staff, the Department of Revenue and its many stakeholders it became increasingly clear that an evaluation of the solicitation process was needed to ensure the agency remained in compliance with the code.

The overall goal in evaluating the solicitation process for the DOR is to find more efficient and effective means of maintaining compliance with the South Carolina Consolidated Procurement Code, providing an avenue for the vendor community to receive more procurement opportunities and streamlining the process and workflow for the procurement staff.
Data Collection:

After surveying the DOR Procurement staff, obtaining opinions from the vendor community and the internet the following issues were identified and questions were raised:

**Procurement Staff Issues:**

- The process involves an enormous amount of time, paperwork and opportunities for errors and omission.

- Due to the larger number of vendors calling or sending emails to request copies of the solicitation; staff is concerned that amendments and notices issued after the solicitation may not get to all vendors intending to respond.

- Procurement solicitations, amendments and notices are currently being mailed, faxed, or emailed to vendors when other agencies have websites that make the information available for downloading.

- The need for uniformity on how each procurement officer within the department issues solicitations.

- Most agencies post their solicitations to the Materials Management Office (MMO) website; could we do that or maybe create our own web-site?

**Vendor Community Issues:**

- A vast number of qualified vendors are not receiving the opportunities to bid on solicitations under $10,000 since agencies are not required to advertise in the South Carolina Business Opportunity Publication.

- How can vendors find out what procurement opportunities DOR has available without calling everyday?
• How can small businesses receive procurement opportunities under $10,000.00?

The Governor's Office of Small and Minority Assistance conducted a study in 2002 (See Appendix B – Minority Business Study) which addressed the issues of socially and economically disadvantaged businesses in South Carolina. In the survey, businesses expressed the concerns of not being able to obtain State Contracts and not being granted the opportunity to bid on agency solicitations under the $10,000.00 level. Agency Procurement Officials would most often contact vendors that they had established a relationship with since it is not mandatory to publicly advertise solicitations under $10,000.00.

An internet research of State Government Cabinet Agencies showed that six (6) of the thirteen agencies advertise solicitations via web-sites for the individual agency or via a link from the State's Materials Management Office.

<table>
<thead>
<tr>
<th>Cabinet Agency</th>
<th>Solicitation Advertised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Public Safety</td>
<td>Yes</td>
</tr>
<tr>
<td>SC Law Enforcement Division</td>
<td>Yes</td>
</tr>
<tr>
<td>Department of Social Services</td>
<td>No</td>
</tr>
<tr>
<td>Department of Juvenile Justice</td>
<td>Yes</td>
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<tr>
<td>Department of Health and Human Services</td>
<td>No</td>
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<tr>
<td>Department of Insurance</td>
<td>No</td>
</tr>
<tr>
<td>Department of Alcohol and Other Drugs</td>
<td>No</td>
</tr>
<tr>
<td>Department of Labor, Licensing &amp; Regs</td>
<td>Yes</td>
</tr>
<tr>
<td>Department of Probation, Parole &amp; Pardon</td>
<td>No</td>
</tr>
<tr>
<td>Department of Commerce</td>
<td>No</td>
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<tr>
<td>Department of Parks, Recreation &amp; Tourism</td>
<td>Yes</td>
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<tr>
<td>Department of Corrections</td>
<td>Yes</td>
</tr>
<tr>
<td>Department of Revenue</td>
<td>No</td>
</tr>
</tbody>
</table>

I continued my research by reviewing the solicitation process for the DOR and outlined the current process and procedures in an effort to determine how the questions and concerns of the procurement staff and vendor community could be addressed. (See Appendix C – Flow Chart of Procurement Process)
Process for small purchases not in excess of $1,500:

Purchases of $1,500.00 do not require any competition; procurement officials must ensure the price is fair and reasonable.

Procedures:
- End user submits C-108 Requisition Form
- Procurement records requisition into Excel Requisition Log
- Procurement contacts (1) vending source and determines price is fair and reasonable
- Procurement processes purchase order on SABAR Accounting System
- Procurement mails, faxes or emails order to vendor
- End user informs vendor to order equipment, supplies or start service
- Vendor notifies end user of completion of work, delivery of equipment or supplies, and submit bill.
- Voucher is prepared for vendor’s payment.
- Payment is submitted to vendor and the purchase order is closed.

Process for purchases from $1,500.01 to $5,000.00:

Purchases of $1,500.01 to $5,000.00 require (3) verbal or written quotes.

Procedures:
- End user submits C-108 Requisition Form
- Procurement records requisition into Excel Requisition Log
- Procurement solicits verbal or written quotes from a minimum of (3) three qualified sources of supply. These vendors are usually known sources or recommended sources from the end user.
- Procurement awards to the lowest responsive and responsible source.
- Procurement issues purchase order and mails, faxes or emails order to vendor.
- End user informs vendor to order equipment, supplies or start service
- Vendor notifies end user of completion of work, delivery of equipment or supplies, and submits bill.
- Voucher is prepared for vendor’s payment.
- Payment is submitted to vendor and the purchase order is closed.

**Process for procurements from $5,000.01 to $10,000.00:**

Purchases of $5,000.01 to $10,000.00 require written solicitations from a minimum of (3) vendor.

**Procedures:**

- End user submits C-108 Requisition Form
- Procurement records requisition into Excel Requisition Log
- Procurement solicits written quotes from a minimum of (3) three qualified sources of supply; documentation of quotes must be attached to requisition.
- Procurement awards to the lowest responsive and responsible source.
- Procurement issues purchase order and mails, faxes or emails order to vendor.
- End user informs vendor to order equipment, supplies or start service
- Vendor notifies end user of completion of work, delivery of equipment or supplies, and submits bill.
- Voucher is prepared for vendor’s payment.
- Payment is submitted to vendor and the purchase order is closed.
Process for procurements from $10,001.00 to $25,000.00:

Procedures:

- End user submits C-108 Requisition Form
- Procurement records requisition into Excel Requisition Log
- Procurement prepares written solicitations of quotes, bids, or proposals.
- Procurement submits advertisement for the South Carolina Business Opportunities Publication (SCBO).
- Procurement mails, faxes or emails a copy of the solicitation to vendors requesting copies as per the SCBO advertisement.
- Procurement keeps a log of all vendors responding to the SCBO advertisement.
- Procurement mails, faxes or emails notices and/or amendments to all vendors on the request log.
- Procurement awards to the lowest responsive and responsible source or, when a request for proposal process is used, the highest ranking offeror.
- Procurement mails, faxes or emails award statements to all vendors responding to the solicitation.
- Procurement issues purchase order and mails, faxes or emails order to vendor.
- End user informs vendor to order equipment, supplies or start service
- Vendor notifies end user of completion of work, delivery of equipment or supplies, and submits bill.
- Voucher is prepared for vendor’s payment.
- Payment is submitted to vendor and the purchase order is closed.
Process for procurements above $25,000.00:

Purchases above $25,000.00 are sent to the Materials Management Office to procure. The Chief Materials Management Officer sometimes delegates the authority back to the agency to procure.

Procedures:

- End user submits C-108 Requisition Form
- Procurement records requisition into Excel Requisition Log
- Procurement prepares written solicitations to mail to the State’s Materials Management Officer or the State Chief Information Office
- State Office sometimes delegates the authority back to the agency to procure or assign to a State Procurement Officer to purchase.
- If the procurement is assigned to the State Procurement Officer, they are responsible for handling the entire solicitation process with the assistance of the agency Procurement official.
- If the procurement is delegated back to the agency, it is the responsibility of the agency procurement office to handle the solicitation process which requires:
  - Placing advertisement in South Carolina Business Opportunities (SCBO) as required by law.
  - Conducting Pre-Bid or Pre-Proposal conferences
  - Conducting question and answer periods
  - Issuing all amendments to answer questions or extend bid opening if necessary.
  - Conducting bid opening
  - Evaluating and reviewing bids to ensure responsiveness and responsibility.
• Presiding over evaluation committee meetings (for Best Value Bids or Request for proposals) and post notices. When a Request for Proposal or Best Value Bid process is used, advanced notices of meetings must be posted. This posting is made in the office of the procurement officer responsible for the solicitation.

• Preparing the Statement of Award and emails, faxes or emails to vendor.

• End user informs vendor to order equipment, supplies or start service.

• Vendor notifies end user of completion of work, delivery of equipment or supplies, and submits bill.

• Voucher is prepared for vendor’s payment.

• Payment is submitted to vendor and the purchase order is closed.

Data Analysis:

All of the issues and concerns of the procurement staff as well as the vendor community are genuine issues and warrant the attention of state procurement officials and the DOR for further review. Problems in the areas of the amount of paper, the lack of a standard procurement format, the posting of solicitations, and the education vendors receives about the procurement process contribute to the complex procurement process for vendors and DOR stakeholders. The data analysis indicates the following:

• The procurement process is paper intensive. The need to streamline the process utilizing computer application is necessary.

• Develop a standard format for DOR vendors to submit bids in the various amounts.

• Explore posting solicitation on MMO and DOR websites.

• Consider forming a group of State Procurement Officers to train prospective vendors on how to bid for State Government goods and service.
Seminar should be provided for exchange of information between the procurement officers and the vendors.

**Implementation Plan:** (See Appendix D - Action Steps)

The DOR has had a number of huge successes this year in the area of upgrading the Technology Infrastructure to include the South Carolina Business One Stop (SCBOS) and developing tax type web pages for all major taxes which are designed to allow quick and easy access to all of our tax information on the DOR website. Due to these monumental successes, I decided to discuss with the key players of the SCBOS project and our Information Technology staff on the identified problems and possible solutions.

To successfully implement this project would depend on technology to allow for website development to post all agency solicitations and assigning or hiring an individual procurement staff person to become the “Bid Clerk”. This individual will receive extensive training from DOR Information Technology Professionals on creating and maintaining web pages. All procurement staff will receive basic training on posting solicitations. However, maintaining the website will be the primary function of the Procurement Bid Clerk. Successful implementation will also include the following:

- Senior DOR Management approval and support for the project
- Developing goals for the project
- Educating vendors on the web page
- DOR webmaster to design page and links (See Appendix E - Rough Draft Web-Design)
- Training of Procurement Staff of Content Management Solution (CMS)

The cost of implementing this project will result mainly from training, time and materials. (See Appendix F - Estimated Cost Projection Plan)
Evaluation Method: (See Appendix G – Evaluation Method Chart)

The methods that I will utilize to measure the results of the project are:

- **Monitor the workload of procurement officers by quarterly reviewing outstanding workloads.**
  - **When will the evaluation be performed?**
    On a quarterly basis beginning July 1, 2006, staff will review the EXCEL database for outstanding requisitions to determine why there are delays. Reasons for the delays would be quickly resolved and requisitions processed.
  - **How would the evaluation be performed?**
    An EXCEL database will be developed or the current database modified to reflect the following date requisitions received and the date purchase order issued and the date the voucher is prepared for payment.

- **Monitor number of new vendors receiving awards for small purchases to determine the total number of new vendors for each year.**
  - **When will the evaluation be performed?**
    Beginning July 1, 2006, procurement staff will determine the number of new vendors participating in the procurement process. This monitoring will continue throughout the fiscal year.
  - **How would the evaluation be performed?**
    An EXCEL database will be developed or the current database modified to reflect first time vendors participating in the procurement process. The database will have an indicator that will flag the new vendor for future contact.

- **Monitor number of hits on web-site by adding a counter to the web page to tract the number of hits received.**
  - **When will the evaluation be performed?**
    On a monthly basis beginning July 1, 2006, procurement staff will determine the number of website hits.
  - **How would the evaluation be performed?**
    Procurement staff will determine the number of website hits by reviewing the counter.

- **Assess the number of solicitations being mailed, faxed or emailed by counting the number of mailings, faxes and e-mails.**
  - **When will the evaluation be performed?**
On a daily basis beginning July 1, 2006, the procurement staff will count the number of solicitations mailings, faxes and e-mails.

➤ **How would the evaluation be performed?**
Counting the number of mailings, faxes and e-mails.

- **Feedback from Focus Group members by holding quarterly meetings with interested members.**
  
  ➤ **When will the evaluation be performed?**
  Beginning June 1, 2006, start selecting focus group members
  
  ➤ **How would the evaluation be performed?**
  Select focus group members from current vendor databases, from MMO database and from the Governor’s Office of Small Minority Business Assistance Office.

- **Evaluate the quality of services, materials and supplies provided by conducting exit surveys at the awarding of solicitations.**
  
  ➤ **When will the evaluation be performed?**
  Beginning July 1, 2006 through June 30, 2007, survey all DOR stakeholders/users to determine the quality of services, materials and supplies.
  
  ➤ **How would the evaluation be performed?**
  Review all survey responses. Focus on the responses that identified poor service, bad materials or supplies.

- **Analysis of cost savings in comparison to like items purchased prior to implementation by conducting a cost-benefit analysis.**
  
  ➤ **When will the evaluation be performed?**
  On a quarterly basis beginning July 1, 2006 through June 30, 2007, maintain the cost savings for each requisition
  
  ➤ **How would the evaluation be performed?**
  Develop a cost-benefit matrix for each requisition to determine savings.

- **Responses from post-implementation surveys from stakeholders and vendors (post survey will be completed by the vendor as a condition of payment)**
  
  ➤ **When will the evaluation be performed?**
  Beginning July 1, 2006, all participating vendors would be told of the post-survey requirement. Survey must be completed.
  
  ➤ **How would the evaluation be performed?**
All surveys will be reviewed by procurement staff. Attention would be given to concerns and issues identified on the surveys.

* Match results against goals established for the project

➢ When will the evaluation be performed?
At the conclusion of the projects’ first year, June 30, 2007, all evaluations will be matched with the project’s goals that were established on or before July 1, 2006.

➢ How would the evaluation be performed?
Goals will be developed by Focus Group members, DOR stakeholders, procurement staff and DOR Senior Management.

Conclusion:
In conclusion, the challenges facing DOR is to aggressively communicate, and post the project’s goals and expectations; to have all members of DOR aboard and working towards positive change that will benefit not only DOR, but, the entire vendor community. It is imperative that Senior Management communicate its’ commitment to the change, and demonstrate in words and deeds that streamlining workflow and technical enhancement is key to securing a more competitive and competent group of vendors and a more effective and efficient procurement process. The result of DOR’s efforts would provide better products, improved services and reduced costs through its procurement efforts.

Open communication among the procurement staff and the vendor community will provide opportunities for continuous improvements. Process improvements among state agencies in the areas of internet access to solicitations less than $1,500, continuous feedback from the vendor community about procurements concerns and inclusion of small business through the Governor’s Office of Small and Minority Assistance will provide a forum for change and success.
I am confident that my research will further reveal through the evaluation phase that by enhancing opportunities for businesses that would not otherwise participate in the solicitation process will increase competition and as a result lower the cost of goods and services for the state. Our commitment of service and support to businesses should be evident in every solicitation and every contact that we have with vendors or potential vendors. This process would demonstrate our commitment to service and support to the employees of DOR and to the vendor community.
References:

South Carolina Department of Revenue Procurement Manual, 2003


http://www.state.sc.us/mmo/agency/solicit.htm

December 19, 2005

Ms. Clarissa Belton
Director of Procurement
SC Department of Revenue
301 Gervais Street
Columbia, SC 29201

Re: Delegation of Authority to Solicit and Award
Liebert NX UPS System and Transient Voltage Suppressor System

Dear Clarissa:

South Carolina Code Section 11-35-840 reads, "the chief procurement officers may delegate authority to designees or to any department, agency, or official." Under that provision of the Code, I authorize you to solicit bids and award a contract(s) above your agency’s certification for Liebert NX UPS System, Transient Voltage Suppressor System and maintenance. According to your estimate, the value of this procurement is approximately $62,022. Of course, you will have to ensure compliance with the Consolidated Procurement Code, but I am confident in your ability to process these procurements in accordance with the Code.

Unlike certification by the Budget and Control Board, this delegation of authority is limited to this single procurement transaction and is not transferable to any other transaction.

Respectfully,

Voight Shealy
Chief Procurement Officer
for Goods and Services

C: Larry Sorrell
    John Stevens
March 7, 2001

Mr. Clente Flemming
The Flemming Group, Inc. 4949 Two Notch Road, Suite 111 Columbia, SC 29204

We would appreciate your assistance in identifying issues or concerns you may have with the South Carolina Consolidated Procurement Code (hereinafter called "the Code"). Similarly, we are seeking your feedback regarding the State's procurement practices and procedures and how they serve Certified Minority Vendors.

The Code was written in 1981 and underwent significant revisions in 1984, 1987, 1993, and 1997. You can find a copy of the code at www.state.sc.us/nrmo/legal/procure.htm. The State's procurement practices and procedures were developed to be in compliance with the Code. These practices and procedures have changed to reflect changes in the Code; however, it is not always easy to predict how changes may impact small and minority businesses. That is why your feedback and that of other businesses like yours is so vital.

We plan to convene a meeting on April 9, 2002, from 09:00 to 12:00 P.M. at the Department of Alcohol and Other Drug Abuse Services (DAODAS) building. It is located at 101 Business Park Boulevard, Columbia, SC (Columbia N.E. area near the new Providence Hospital at 1-77 and Farrow Road). We will conduct our discussion in the Training Room on the 2nd Floor (Room #2101).

Both the Office of Small and Minority Business Assistance and the Procurement Procedures Committee have been instrumental in putting this meeting together. Several staff and committee members will join our discussion. An agenda has been enclosed for your review.

Please call Ms. Clarissa Belton at 803-896-5544 by the end of the day on Tuesday, April 2nd and let her know whether you will or will not be able to assist us in this meeting.

Sincerely,

Voight Shealy
Materials Management Officer

R. Voight Shealy
MATERIALS MANAGEMENT OFFICER
1. **What is the most significant problem you encounter when dealing with the procurement process?**

- Qualifying for certification/bids, e.g., having to hire 100 temps in a month for temp. firm. RFP's tailored to big business - don't allow consortium of small business; Qualification of people writing RFP's to not allow smaller business.
- Bundle RFP's or services so that small company can't complete entire service.
- Can't qualify/meet state requirements for RFP
- "Who you know" - use company that they are familiar with (Getting Foot in the Door).
- Hostile attitude to black owned business - same to woman business
- How are % set for minority business - lack of education of agencies
- What if they don't meet goals?
- Time/Resources that it takes for small business to put together proposals - respond to RFP
- Agencies should buy local - not use internet - help local economy (under $1500)
- Change law to require business in state
- Agencies have problem with education of people who do purchasing - encourage local business
- More solicitation for small business should have all RFP's /projects available
- More interaction between buyers and business - helps purchasers feel comfortable w/business (MMO/Governor's office facilitate/contribute
- Lack of specificity in RFP's - leaves it open for "rules" to change - larger company cab be more flexible small company can't. (Have Codes for IT only sep. from other business)
-Hard to develop relationships
-Both parties have to want to build relationships

2. What is the most important change we can make to the procurement process?

- Put language in the solicitation to encourage people to use local business
- On RFP's - carry a point component for small & minority and local business incentive to use.
- Federal Government does set asides for small & minority businesses - can do it for locals.
- Improve accountability of agency heads for using small & minority business (help change attitudes)
- Needs to be a process to help people think beyond "lowest price"
- Procurement officials often do not have specific knowledge of product or process - need more education
- Need to find a way for small & minority businesses to become aware of small solicitations
- Review resident vendor preferences - expand to other procurements
- Audit small purchases on a regular basis
- Encourage vendor rotation
- Publicize results of large contract (bid>pay>result)
- Some construction vendors don't want to become certified minority vendors - feel it may not be advantageous
- SC has an easy certification process (can be done in 2 years)
- Vendor is responsible for ensuring that the agency procurement officer has authority to make the purchase.
- Increase the 4% tax credit
3. **What other concerns would you like to share with us?**

- Assistance with finding out information when bids/RFP's are not specific
- Easier way to find out about small bids
- Assistance in finding out information about travel
- Opportunities to compete - (NC pushes down bids)
- Incentive to do business with locals, small & minority business
- *Lower # of years you have to be in business, + # of employees you have because it cuts out business - look at the criteria for bids*
- Ask for proof for things (criteria) that is required (insurance licenses, etc.)
- If plans are returned, vendor will get $100 deposit refunded - lower this amount or eliminate the deposit - hard on small business
- Being paid by contractor if you are a sub-contractor
- Not bundling services in RFP.

**GETTING IN THE DOOR**

- Bring Purchaser to small Business
- More functions to meet vendors
- Not internal checks - no incentives
- To use small vendors - no accountability
- Buy products that reflect population/state procurement
- Code has a responsibility to use several vendors
- Agency leadership encourage use of different vendors
- Hard to get business from incumbents
- Created "QUALITY VENDOR LIST"
- Look in state
### Action Steps to Complete DOR Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>Responsible person</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/1/2006</td>
<td>Determine cost of the project</td>
<td>C Belton</td>
</tr>
<tr>
<td>4/1/2006</td>
<td>Present proposal to DOR senior management for approval</td>
<td>C. Belton</td>
</tr>
<tr>
<td>5/1/2006</td>
<td>Discuss proposal with DOR webmaster. Submit work request for design</td>
<td>C. Belton</td>
</tr>
<tr>
<td>5/17/2006</td>
<td>Develop forms for the web page</td>
<td>C. Belton DOR Webmaster</td>
</tr>
<tr>
<td>6/1/2006</td>
<td>Select a focus group to provide feedback on web design and to review and evaluate vendor concerns</td>
<td>C. Belton</td>
</tr>
<tr>
<td>7/1/2006</td>
<td>Post solicitation on DOR web page</td>
<td>DOR Webmaster</td>
</tr>
<tr>
<td>10/1/2006</td>
<td>Focus group to meet to evaluate project.</td>
<td>C. Belton</td>
</tr>
<tr>
<td>1/3/2007</td>
<td>Focus group to meet to evaluate project.</td>
<td>C. Belton</td>
</tr>
<tr>
<td>4/1/2007</td>
<td>Focus group to meet to evaluate project.</td>
<td>C. Belton</td>
</tr>
<tr>
<td>7/1/2007</td>
<td>Focus group to meet for final project evaluation.</td>
<td>C. Belton</td>
</tr>
</tbody>
</table>
Welcome to Procurement Services

Clarissa R. Belton, CPPB
Procurement and Facilities Manager
Phone: (803)898-5781
Fax: (803)898-5443

IF YOU PLAN TO SUBMIT A RESPONSE TO ANY SOLICITATION LISTED BELOW, AFTER DOWNLOADING, YOU MUST SEND AN EMAIL TO THE EMAIL ADDRESS LISTED BELOW THE SOLICITATION DESCRIPTION AND HAVE YOUR COMPANY ADDED TO THE MAIL LIST FOR ANY FUTURE AMENDMENTS. INCLUDE THE SOLICITATION NUMBER, COMPANY NAME, ADDRESS, PHONE NUMBER, EMAIL ADDRESS and VENDOR NUMBER (All Times are Eastern Standard Time)

Bulletin Board
Public notices, Intent to Sole Source and Statement of Awards will be posted on this bulletin board.

Solicitations

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<tr>
<th>Description</th>
<th>Bid/Quote Number</th>
<th>Posting Date</th>
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Cancellations

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Awards

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<th>Posting Date</th>
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## ESTIMATED COST PROJECTION PLAN

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<tr>
<th>ACTIVITY</th>
<th>POSITION</th>
<th>COST PER HOUR</th>
<th>MAN HOURS</th>
<th>COST YEAR 1</th>
<th>COST YEAR 2</th>
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<td>Determine cost of the project</td>
<td>Procurement Manager</td>
<td>$38</td>
<td>37.50</td>
<td>$1,425</td>
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<td>Present proposal to DOR senior management for approval</td>
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<td>0.50</td>
<td>$19</td>
<td>00</td>
</tr>
<tr>
<td>Discus proposal with DOR webmaster. Submit work request for design</td>
<td>Procurement Manager</td>
<td>$38</td>
<td>1.00</td>
<td>$38</td>
<td>00</td>
</tr>
<tr>
<td>Develop forms for the web page</td>
<td>Procurement Manager</td>
<td>$38</td>
<td>3.00</td>
<td>$114</td>
<td>00</td>
</tr>
<tr>
<td></td>
<td>Webmaster</td>
<td>$47</td>
<td>15.00</td>
<td>$705</td>
<td>00</td>
</tr>
<tr>
<td>Select a focus group to provide feedback on web design and to review and evaluate vendor concerns</td>
<td>Procurement Manager</td>
<td>$38</td>
<td>4.00</td>
<td>$152</td>
<td>00</td>
</tr>
<tr>
<td>Bid Clerk to post solicitation on DOR web page</td>
<td>Bid Clerk</td>
<td>$38</td>
<td>60.00</td>
<td>$2,280</td>
<td>$2,280</td>
</tr>
<tr>
<td>Focus group to meet to evaluate project. Four meetings</td>
<td>Procurement Manager</td>
<td>$38</td>
<td>4.00</td>
<td>$152</td>
<td>00</td>
</tr>
<tr>
<td></td>
<td>7 members focus group</td>
<td></td>
<td>4.00</td>
<td>00</td>
<td>00</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td><strong>129</strong></td>
<td><strong>$4,885</strong></td>
<td><strong>$2,280</strong></td>
</tr>
</tbody>
</table>

Cost per hour is the employee base salary plus benefits, equipment and supplies. Information was obtained from DOR Zero Base Budget spreadsheet.
### Appendix G

#### Evaluation Method

<table>
<thead>
<tr>
<th>EVALUATION METHOD</th>
<th>HOW TO EVALUATE</th>
<th>WHEN TO EVALUATE</th>
<th>RESPONSIBLE PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor the workload of the procurement personnel</td>
<td>By reviewing outstanding workloads via EXCEL database</td>
<td>On a quarterly basis begin 7/1/06.</td>
<td>Procurement Manager</td>
</tr>
<tr>
<td>Monitor number of new vendors receiving awards for small purchases to determine the total number of new vendors for each year.</td>
<td>By utilizing an EXCEL database to reflect first time vendor participating in the procurement process</td>
<td>On a monthly basis beginning 7/1/06.</td>
<td>Procurement Staff</td>
</tr>
<tr>
<td>Monitor number of hits on web-site</td>
<td>By adding a counter to the web page to track the number of hits received</td>
<td>On a monthly basis beginning 7/1/06.</td>
<td>Webmaster</td>
</tr>
<tr>
<td>Assess the number of solicitations being mailed, faxed or emailed</td>
<td>By counting the number of mailings, faxes and e-mails</td>
<td>On a daily basis beginning 7/1/06.</td>
<td>Procurement Staff</td>
</tr>
<tr>
<td>Receive feedback from Focus Group members</td>
<td>By holding meetings with interested members</td>
<td>On a monthly basis beginning 7/1/06.</td>
<td>Procurement Manager Focus Group</td>
</tr>
<tr>
<td>Evaluate the quality of services, materials and supplies provided</td>
<td>By conducting exit surveys, to identify poor service, bad materials or supplies</td>
<td>Beginning 7/1/06 at the awarding phase of the solicitations &amp; upon receipt of goods and services</td>
<td>Procurement Staff</td>
</tr>
<tr>
<td>Analysis of cost savings in comparison to like items purchased prior to implementation</td>
<td>By conducting a cost-benefit analysis for each requisition to determine savings</td>
<td>On a quarterly basis beginning 7/1/06.</td>
<td>Procurement Staff</td>
</tr>
<tr>
<td>Evaluate responses from post-implementation surveys from stakeholders and vendors (post survey will be completed by the vendor)</td>
<td>By procurement staff informing vendors of post-survey requirements and reviewing results for all concerns and issues</td>
<td>At the payment processing phase as a condition of payment</td>
<td>Procurement Staff Accounts Payable Clerk</td>
</tr>
<tr>
<td>Match results against goals established for the project.</td>
<td>By reviewing the goals developed by focus group members, DOR stakeholders, procurement staff and DOR Senior Management</td>
<td>At the conclusion of the project 6/30/07.</td>
<td>Procurement Manager</td>
</tr>
</tbody>
</table>