



**GENERAL SERVICES AGENCY
PURCHASING
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

KUYLER CROCKER
District One
PETE VANDER POEL
District Two
AMY SHUKLIAN
District Three
J. STEVEN WORTHLEY
District Four
MIKE ENNIS
District Five

AGENDA DATE: August 14, 2018 - **REVISED**

Public Hearing Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Published Notice Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Advertised Published Notice	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
County Counsel Sign-Off	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Meet & Confer Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Personnel Resolution attached	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>

CONTACT PERSON: Maria Benavides PHONE: 624-7223

SUBJECT: Purchasing & Procurement Reorganization Update

REQUEST(S):

That the Board of Supervisors:

1. Receive a presentation regarding the integration and reorganization of the General Services Agency Purchasing Division.
2. Appoint the General Services Agency Director to serve as the Purchasing Agent *ex-officio*, effective August 18, 2018.

SUMMARY:

Introduction & Background

In December 2017, the Board of Supervisors established the Tulare County General Services Agency (GSA), consolidating and integrating the County's internal service functions in an effort to realize efficiencies and increase customer service.

As part of this action, the Board of Supervisors also integrated Purchasing into the newly established GSA, an action that consolidates many of the County's internal service functions into one Agency and provides additional support resources to the County's purchasing functions. As stated in that presentation, the three primary objectives of the Purchasing integration are as follows:

- Institute a Proposed Reorganization of the Procurement Unit
- Implement Process Improvements & Business Reforms
- Produce Training & Procedure materials

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These objectives are designed to support the GSA Purchasing Division and will ensure the County's procurement functions continue to be effective. The following provides an update to the Board on progress related to these three objectives, and identifies a continued path forward.

Reorganization of the Procurement Unit

On March 6, 2018, the Board approved the reorganization of the Procurement Unit in order to effectively implement a new Purchasing business paradigm referred to as the Customer Service Model. The goal of the Customer Service Model is to develop an organizational structure and culture, which supports Purchasing's critical role in the delivery of public services. As illustrated in Table 1 below, the reorganization included the replacement of three procurement job classifications with new classifications to better align with the objectives of the Customer Service Model and to provide a classification series for development within the Procurement Unit. Also included in the reorganization was the addition of two (2) new positions to reduce workload congestion.

Table 1. Procurement Unit Reorganization

Deleted Classifications	Added Classifications
1 Contract Coordinator	1 Procurement Supervisor
2 Buyers	3 Procurement Specialists
2 Purchasing Assistants	3 Procurement Technicians

The newly organized Procurement Unit consists of three teams of specialists and technicians with specific department assignments that enable teams to develop an understanding of procurement needs by department, and meet those needs more efficiently and effectively (**Attachment A**). Work within teams is distributed between specialists and technicians based on the criteria of dollar amount and complexity.

This reorganization was the first objective of the Purchasing integration and was complete in June 2018.

Process Improvements & Business Reforms

The second objective of the integration effort is to identify internal practices, policies, and procedures within Purchasing that can be re-engineered to better serve the customer. Based upon consultation with County department representatives and preliminary analyses of business practices, the process improvement and business reform objective was divided into the four categories listed below. As with the reorganization of the Procurement Unit, each process improvement and business reform category is designed to support a different facet of the Customer Service Model.

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1. Generate Time & Processing Efficiencies

GSA Purchasing and Administration have worked closely with the Procurement Unit to redefine procurement roles and responsibilities, and adapt internal procedure to support the consistent delivery of service to customers. This process included two months of process mapping, evaluation and discussion with procurement staff to establish a collection of best practices to optimize business efficiencies and quality customer service going forward. A copy of the Customer Service Model implementation schedule is included as **Attachment B**.

2. Develop Effective Communication Protocols

GSA Purchasing and Administration have established a continuous effort to create a culture of open communication with customers (departments and vendors) in order to understand and address internal and external business needs. The Procurement Unit has implemented a communication protocol, which includes the following:

- Established response times to phone and email inquiries
- Meeting schedules for internal communication within the Procurement Unit regarding assignments, processes and training
- Follow-up schedules for external communication with departments and vendors regarding pending and outstanding documents
- Scheduled meetings between procurement teams and assigned departments to address procurement matters
- Web-based communication tools such as agreement logs and a searchable Countywide contract database

3. Evaluate Throughput Efficiencies

Through the process mapping, evaluation, and discussion phase of this process, GSA Purchasing and Administration were able to identify and address throughput inefficiencies. As a result, effective July 1, 2018, Purchasing no longer uses the Delivery Order (DO) procurement process. Purchases formerly requiring a DO are now made using a Purchase Order (PO) or Blanket Purchase Order (BPO). The DO process allowed the County to collect valuable procurement data. However, the process created an infeasible fiscal workload for departments and procurement staff.

In place of the DO process, over the course of the next fiscal year, GSA Purchasing and Administration will evaluate alternative methods of ensuring contracted items are purchased from the appropriate vendors at negotiated prices. The goal is to implement a revised process by the start of fiscal year 2020. Departments will be encouraged to participate in this discussion to ensure that any future changes to the procurement process do not create an operational burden and are in the best interest of the County.

The regular evaluation of throughput efficiencies will be a continuous practice within

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the Purchasing division, as it is currently in GSA.

4. Create Reasonable Business Flexibilities

The final component of process improvement involves creating reasonable business flexibilities within Purchasing to alleviate workflow congestion, provide coverage of routine approvals, and ensure customers have the ability to procure goods and services in emergency situations. Staff recommends the following key changes to County Ordinance to achieve this objective:

- Add language to establish the General Services Agency Director as Purchasing Agent *ex-officio*, and broaden the delegation authority of the Purchasing Agent so that requisitions, agreements and notices of completion may be signed on a regular schedule throughout the year.
- Modify language to allow for multi-year agreements up to three years to reduce annual agreement renewal workload.
- Update language regarding emergency purchases to include situations which do not necessarily qualify as an emergency for purposes of civil defense and disaster.

Additional detail regarding ordinance changes is provided in a separate Board Agenda Item also before the Board on this date.

Training & Procedure Materials

The changes and procedures resulting from the process improvement are represented in the new Procurement Guide (provided in draft form as **Attachment C**), which consists of the following components:

- **Flowchart** to help departments start the procurement process. The flowchart walks departments through a series of questions derived from State and County purchasing regulations to ensure the appropriate procurement procedure is followed for a given transaction.
- **Customer Checklists** for each type of requisition. Once the department identifies the appropriate course of action, it will use the corresponding checklist to prepare a requisition packet for the Procurement Unit.
- **Procurement Unit Procedure.** Upon receipt of a completed requisition packet, the Procurement unit will use the corresponding procedure to process the department's request.

The Procurement Guide is part of the first phase of the Training & Procedure Materials integration objective, dedicated to ensuring that departments have the necessary information to complete purchasing document requests and that Purchasing staff have the necessary tools and information to process those requests efficiently and effectively.

The three phases of the final integration objective are as follows:

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1. **Document Flowcharts & Checklists:** as described above, these will be user-friendly documents outlining the items necessary to process a given document request and the standardized workflow for each document. This will assist the customer in completing routine tasks, reducing errors, and increasing response times.
2. **Purchasing Guidelines:** along with County Counsel, GSA will be preparing a document that provides relevant authorities and citations for purchasing restrictions. Many customers have indicated a concern regarding restrictive purchasing policies. Where feasible, as shown above, GSA will be creating reasonable business flexibilities. However, many processes regulating purchasing activities are the result of County Ordinance, State and Federal Law, or industry best practices. This document will help memorialize those citations in an effort to communicate to customers the nature and source of the restrictions.
3. **Compliance Education:** the final portion of the process improvement effort will be compliance education. GSA is undertaking several internal improvement initiatives that will provide improved customer service. However, it is also important that each customer understand the County's purchasing regulations and comply with those regulations when conducting procurement business. Therefore, GSA will be working with key departments to ensure that we are identifying those areas of frequent concern and finding ways to reduce errors and instances of non-compliance. This will likely take the form of high-volume-user forums, orientations materials for new departmental fiscal and administrative staff, and increased outreach on the part of GSA staff.

Conclusion & Requested Action

Staff would like to thank the Board for its decision to integrate Purchasing into GSA. And for its continued support of this transformative change in County operations. Purchasing will continue to benefit from the shared resources and capacities of GSA, and the organizational improvements implemented within the division will allow Departments the opportunity to renew relationships with Purchasing through improved process and business practices. As with any organization, going forward, GSA will continue to seek the continuous improvement of Purchasing operations as a means of ensuring the optimization of County resources.

On advice of County Counsel, and in preparation for the upcoming retirement of the current Purchasing Agent, it is requested that the Board appoint the General Services Agency Director as Purchasing Agent *ex-officio* for continuity purposes. This request is in accordance with a separate Board Agenda Item, also before the Board on this date, which also recommends a modification to the Purchasing Ordinance to establish the GSA Director as Purchasing Agent *ex-officio*.

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FISCAL IMPACT/FINANCING:

The requested action has no Net County Cost to the General Fund

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

In accordance with the County's Strategic Business Plan Organizational Development Initiative, this action supports the continued internal growth and development of County departments and services.

ADMINISTRATIVE SIGN-OFF:

for 
John Hess
General Services Agency Director

cc: County Administrative Office

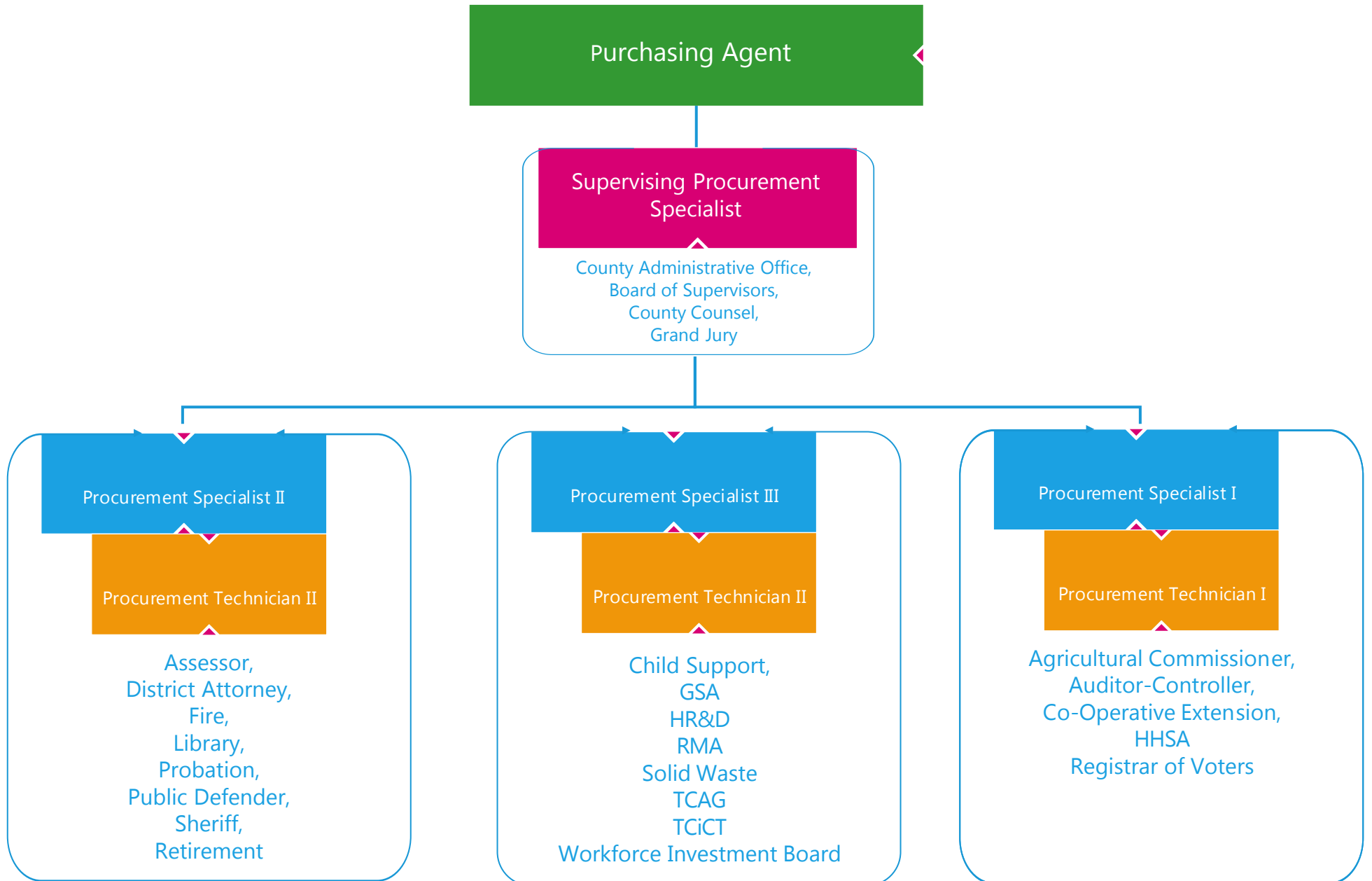
Attachment(s)

A – Procurement Org Chart

B – Customer Service Model Implementation Schedule

C - Draft Procurement Guide

General Services Agency Purchasing Department



PURCHASING CUSTOMER SERVICE MODEL IMPLEMENTATION

5/2/18

CUSTOMER SERVICE MODEL

The procurement of goods and services is an essential function of government operations. County departments rely daily on the specialized expertise of the Purchasing Division to efficiently and effectively procure high-quality, low-cost goods and services – without which, the County and its individual departments would be unable to achieve its mission.

Accordingly, the new **Purchasing Customer Service Model** is founded on the strategic values of continuous organizational improvement and customer advocacy to optimize the capacity of the Division and enhance public value of County services. These values directly support the General Services Agency mission of providing “reliable, customer-driven services, which produce safe, healthy and welcoming environments, and enable the efficient and effective delivery of County services to the public.”

1. INTERNAL IMPROVEMENT

Reinforce the understanding that the efficient and effective procurement of goods and services is an essential function of public service delivery and the County mission.

- **Generate Standard Time & Process Efficiencies:** all routine processes should be implemented consistently and as efficiently as possible. Document handling should be standardized for consistent outcomes.
- **Evaluate Throughput Efficiencies:** maximize the workflow processing of common documents and quantify the value of every process task, eliminating any process that does not directly contribute to the outcome (i.e. process waste).

2. CUSTOMER ADVOCACY

Acknowledge that County departments are customers and need Purchasing’s expertise regarding the rules and regulations governing procurement in order to procure goods and services.

- **Develop Effective Communication Protocols:** reorganization of the procurement unit; frequent communication with the Customers to identify and resolve their needs, including follow through with vendors.
- **Create Reasonable Business Flexibilities:** provide appropriate accommodations and cooperation to meet the Customer’s needs while being stewards of County resources and reducing any risk exposure for the County.

IMPLEMENTATION SCHEDULE

ACTION ITEM	STRATEGIC GOAL	OUTPUT
WEEK 1 – 05/14/18		
1. Define roles and responsibilities for the newly reorganized Purchasing staff. TEAM: John, Lori, Ginger, Katrina, Alex	Improve customer service. Create a single point of contact to guide customers and vendors through purchasing regulation, policy, and procedure. Improve organizational efficiency Clearly define and delegate responsibilities to reduce duplicate efforts.	Comprehensive list of roles and responsibilities for all Purchasing staff
2. Establish effective communication protocols TEAM: John, Lori, Ginger, Katrina, Alex	Improve customer service. Create standards and guidelines to facilitate understanding between customers and Purchasing.	Internal communication policy with minimum response times and scheduled interactions with customers and vendors.

WEEK 2 - 05/21/18		
<p>3. Draft ordinance changes to include multi-year agreements.</p> <p>TEAM: John, Lori, Katrina, County Counsel</p>	<p>Create reasonable business flexibilities. Extend the term of service for annually contracted vendors up to three years to reduce staff's end-of-year agreement renewal workload and support the completion of agreements by the July 1 deadline.</p>	<p>Proposed modifications to County Ordinance submitted to Counsel for review and approved by the Board.</p>
<p>4. Identify internal processes and policy that contribute to workload congestion, rejected documents and miscommunication.</p> <p>TEAM: Katrina, Alex, Ginger</p>	<p>Improve organizational efficiency.</p>	<p>A list of specific process and policy improvements requiring further analysis.</p>
WEEK 3 - 05/28/18		
<p>5. Establish a flow chart to assist the customer in determining where to begin the procurement process.</p> <p>TEAM: Ginger, Katrina</p>	<p>Improved customer service.</p>	<p>A "Getting Started" flow chart accessible to customers.</p>
<p>6. Establish checklists for customers and staff to ensure the proper documentation accompanies procurement requests.</p> <p>TEAM: Ginger, Katrina</p>	<p>Improved customer service. Improve organizational efficiency.</p>	<p>A series of checklists for different procurement transactions</p>
WEEK 4 - 06/04/18		
<p>7. Analyze proposed process and policy improvements.</p> <p>TEAM: Katrina, Alex, Ginger</p>	<p>Improve organizational efficiency.</p>	<p>A set of data-supported recommendations for changes to process and policy.</p>
<p>8. Discuss issues regarding access and ability to edit certain procurement document fields in AFIN.</p> <p>TEAM: Katrina, Alex, Ginger, Auditor, TCiCT</p>	<p>Improved organizational efficiency. Reduce the number of rejected documents by enabling Purchasing staff to make minor changes to submitted AFIN documents</p>	<p>Modified editing capabilities in AFIN for Procurement staff.</p>
WEEK 5 – 06/11/18		
<p>9. Recommend internal processes and policy changes that will reduce workload congestion, rejected documents and miscommunication.</p> <p>TEAM: John, Lori, Katrina, Alex, Ginger</p>	<p>Improve organizational efficiency.</p>	<p>A list of actionable changes to process and policy.</p>
WEEK 6 - 06/18/18		
<p>10. Implement recommended process and policy improvements.</p> <p>TEAM: John, Lori, Katrina, Alex, Ginger</p>	<p>Improve organizational efficiency.</p>	

HOW TO PROCURE GOODS & SERVICES

GOOD

SERVICE

GOOD OR SERVICE?

ON COUNTY CONTRACT?
[CHECK HERE](#)

ON COUNTY CONTRACT?
[CHECK HERE](#)

NO

YES

YES

NO

PURCHASE LESS THAN \$50,000?
[TC Ord 1-03-1305](#)

NO

PURCHASE WITHIN CONTRACT TERM?

PURCHASE WITHIN CONTRACT TERM?

NO

PUBLIC WORKS?
[CA Public Contract Code 1101](#)

NO

YES

YES

YES

YES

NO

INDIVIDUAL ITEMS COST LESS THAN \$5,000?

REMINDER
THE BOARD MUST PRE-APPROVE ALL CAPITAL ASSET PURCHASES ≥ \$5,000

INDIVIDUAL ITEMS COST LESS THAN \$5,000?

PUBLIC WORKS?
[CA Public Contract Code 1101](#)

YES

COUNTY-OWNED OR LEASED FACILITY?

SERVICE LESS THAN \$100,000?
[CA Gov Code 25502.5](#)

YES

NO

YES

NO

NO

YES

NO

YES

NO

OUT TO BID FOR MATERIALS
DEPARTMENT SUBMITS A REQUISITION TO PURCHASING

VEHICLE OR EQUIPMENT NEEDS DMV REGISTRATION?

DEPARTMENT INPUTS PO OR BPO IN AFIN

REMINDER
GSA FACILITIES, CAPITAL PROJECTS, OR PROPERTY MANAGEMENT MUST APPROVE ANY WORK TO COUNTY-OWNED OR LEASED FACILITIES

PROJECT TOTAL LESS THAN \$1,000?

VENDOR WILL ENTER COUNTY PROPERTY?

DEPARTMENT PREPARES BOARD AGREEMENT

NO

YES

SERVICE TOTAL LESS THAN \$100,000?

YES

NO

PROJECT TOTAL LESS THAN \$45,000?

YES

NO

DEPARTMENT INPUTS PO OR BPO IN AFIN

VEHICLE OR HEAVY EQUIPMENT
DEPARTMENT SUBMITS A REQUISITION TO PURCHASING

NO

YES

PROJECT TOTAL LESS THAN \$175,000?

NO

PUBLIC WORKS AGREEMENT
DEPARTMENT SUBMITS A REQUISITION TO PURCHASING

YES

NO

DEPARTMENT CONTACTS ITS PURCHASING SPECIALIST FOR OPTIONS

DEPARTMENT PREPARES BOARD AGREEMENT

DEPARTMENT INPUTS PO OR BPO IN AFIN

OUT TO BID FOR PUBLIC WORKS
DEPARTMENT CONDUCTS FORMAL BID FOR BOARD AGREEMENT

OUT TO BID FOR PUBLIC WORKS
DEPARTMENT SUBMITS A REQUISITION TO PURCHASING

PROFESSIONAL SERVICES AGREEMENT
DEPARTMENT SUBMITS A REQUISITION TO PURCHASING

GENERAL SERVICES AGENCY PURCHASING DIVISION



Professional Service Agreement Checklist

*Instructions: Check each item listed below as it is completed
 Include each item with your request
 Include this completed checklist with your request*

CHECKLIST	
<input type="checkbox"/>	Requisition Form - Requisition#
<input type="checkbox"/>	New Scope of Work (for current fiscal year) See page 2
<input type="checkbox"/>	DE-542 Report of Independent Contractor(s) Form. Located on: TCWeb - Click Here
<input type="checkbox"/>	Verification of California Business Entities (BE) from Secretary of State <i>(used to verify signature authority in accordance with Public Contract Code 313)</i> Visit: State of California - Click Here <input type="checkbox"/> Print Screen confirmation of Active Status for: Corporations, Limited Liability Companies, Limited Partnerships of Record
Insurance Requirements: <i>Contact County Risk Management for assistance if uncertain of insurance requirements for your request.</i>	
<input type="checkbox"/>	General Liability Insurance Certificate
<input type="checkbox"/>	Endorsement to General Liability Insurance <input type="checkbox"/> Tulare County is named as Additional Insured <input type="checkbox"/> Policy Number Included
<input type="checkbox"/>	Auto Insurance
<input type="checkbox"/>	Worker's Compensation Insurance
<input type="checkbox"/>	Waiver of Subrogation (WOS) Endorsement to Worker's Compensation Insurance <input type="checkbox"/> Policy Number Included
<input type="checkbox"/>	Signed Waiver Form from County Risk Management <i>Required when reduced limits or waived insurance requested.</i>
<input type="checkbox"/>	All Insurance Certificates Uploaded to Questys Date uploaded _____ Initial _____
<input type="checkbox"/>	Request Copied for Department Records

Professional Service Agreement Checklist *(continued)*

Basic Requirements of a Scope of Work	
What needs to be done?	<ul style="list-style-type: none"> ✓ Purpose/Intent ✓ Services to be performed ✓ Equipment/products to be provided
Who will do what?	<ul style="list-style-type: none"> ✓ Groups/People involved ✓ Responsibilities of all parties ✓ Individual responsibilities
When should it be done?	<ul style="list-style-type: none"> ✓ Long term – Time frames ✓ Short term – Work hours ✓ Start dates/Deadlines ✓ Milestones with defined criteria, especially for payments
Where should it be done?	<ul style="list-style-type: none"> ✓ General areas ✓ Specific Locations ✓ Use of County Property
How will the performance be judged?	<ul style="list-style-type: none"> ✓ Reports ✓ Inspections ✓ Audits ✓ Evaluations ✓ Milestones achieved

INTERNAL PURCHASING PROCEDURE

PROFESSIONAL SERVICE AGREEMENT

PROFESSIONAL SERVICE AGREEMENT (PSA)

This process is initiated when a requisition is submitted to GSA Purchasing for a Professional Service Agreement (PSA)

The requesting department has used the Procurement Flowchart to verify the following:

- ✓ *Service is not on an existing Countywide Contract or not within the currently contracted term*
- ✓ *Service is not public works*
- ✓ *Service total is less than \$100,000*
- ✓ *Service vendor will enter on to County property*

PROCEDURE

PROCUREMENT TECH

1. Receives and logs requisition in the AGREEMENT & REQUISITION LOG to indicate request received
2. Reviews requisition for completeness using the PSA CHECKLIST
3. Routes to the PURCHASING AGENT, or their designee, for review

PURCHASING AGENT or their designee

4. Reviews the requisition for completeness using the PSA CHECKLIST
5. Determines if requisition for PSPO or HYBRID PSA/PWA compliance (considers dollar amount and risk).
6. Determines if PSA will require any specialized agreement language (e.g. agreement with another public entity)
7. Signs requisition and attaches any necessary modification instructions
Unapproved requisitions will be returned to the requesting department with instruction regarding missing or incorrect information.
8. Routes signed requisition to PROCUREMENT TECH with direction to prepare one of the following:

	Vendor on County Property	\$ Amount	Risk
A. PSA	✓	HIGH	HIGH
B. PSPO	✓	LOW	LOW
C. HYBRID PSA/PWA	✓ <i>service includes public works</i>	n/a	n/a

INTERNAL PURCHASING PROCEDURE

PROFESSIONAL SERVICE AGREEMENT

A. PSA

PROCUREMENT TECH

1. Assigns an agreement number
2. Creates a PSA FOLDER
3. Drafts a PSA using the PSA TEMPLATE
4. Attaches the appropriate insurance exhibit (insurance requirements depend on type of service)
5. Updates AGREEMENT & REQUISITION LOG with Agreement Number
6. Routes the PSA FOLDER to the PROCUREMENT SPECIALIST for review

PROCUREMENT SPECIALIST

7. Reviews draft PSA
8. Routes PSA back to PROCUREMENT TECH for revisions

PROCUREMENT TECH

9. Revises and finalizes PSA
10. Emails final PSA to vendor for review and signature, requesting department is cc'd on email
11. Updates AGREEMENT & REQUISITION LOG to indicate Agreement sent to Vendor
12. Follows up weekly with vendor and department regarding PSA status

VENDOR

13. Reviews, signs and returns PSA to PROCUREMENT TECH

PROCUREMENT TECH

14. Receives and logs vendor-signed PSA in the AGREEMENT & REQUISITION LOG to indicate Agreement received from Vendor
15. Reviews vendor signature for compliance with [California Corporation Code 313](#), to ensure no changes were made to the PSA, and that the Vendor's insurance is current
16. Routes vendor-signed PSA to PURCHASING AGENT, or their designee, for signature

PURCHASING AGENT *or their designee*

17. Reviews and signs vendor-signed PSA
18. Routes fully executed PSA to PROCUREMENT TECH

PROCUREMENT TECH

19. Encumbers funds in AFIN as a CT document
20. Routes PSA FOLDER to PROCUREMENT SPECIALIST to signal that the CT is ready for approval

PROCUREMENT SPECIALIST

21. Reviews and approves CT in AFIN
22. Routes the PSA FOLDER to PROCUREMENT TECH to notify vendor and requesting party

PROCUREMENT TECH

23. Updates AGREEMENT & REQUISITION LOG to indicate Agreement was executed and funds were encumbered
24. Emails a copy of the fully executed PSA to the requesting department
25. Mails one original fully executed PSA to the vendor
26. Files the original fully executed PSA in the PSA FOLDER

INTERNAL PURCHASING PROCEDURE

PROFESSIONAL SERVICE AGREEMENT

B. PSPO

PROCUREMENT TECH

1. Assigns a BPO number (same as requisition number)
2. Updates AGREEMENT & REQUISITION LOG with BPO Number
3. Prepares a certified mailer to send to vendor
4. Encumbers funds in AFIN as a BPO document
5. Routes the requisition and mailer to the PROCUREMENT SPEC for review

PROCUREMENT SPECIALIST

6. Reviews and approves the BPO document in AFIN
7. Prints the BPO document and attached to requisition and mailer
8. Routes packet to PURCHASING AGENT, or their designee, for approval

PURCHASING AGENT *or their designee*

9. Reviews and signs BPO document
10. Routes approved packet back to PROCUREMENT TECH to mail out

PROCUREMENT TECH

11. Mails PSPO to Vendor via certified mail
12. Updates AGREEMENT & REQUISITION LOG to indicate PSPO was executed and funds were encumbered
13. Emails a copy of the fully executed PSPO to the requesting party

VENDOR

14. Signs certified mail receipt

PROCUREMENT TECH

15. Receives and files certified mail receipt

INTERNAL PURCHASING PROCEDURE

PROFESSIONAL SERVICE AGREEMENT

C. HYBRID PSA/PWA

PROCUREMENT TECH

1. Assigns an agreement number
2. Creates a HYBRID PSA/PWA FOLDER
3. Drafts a PSA/PWA using the HYBRID PSA/PWA TEMPLATE
4. Attaches the appropriate insurance exhibit (insurance requirements depend on type of service)
5. Updates AGREEMENT & REQUISITION LOG with Agreement Number
6. Routes the PSA/PWA FOLDER to the PROCUREMENT SPEC for review

PROCUREMENT SPECIALIST

7. Reviews draft PSA/PWA
8. Routes PSA/PWA back to PROCUREMENT TECH for revisions

PROCUREMENT TECH

9. Revises and finalizes PSA/PWA
10. Emails final PSA/PWA to vendor for review and signature, requesting department is cc'd on email
11. Updates AGREEMENT & REQUISITION LOG to indicate Agreement sent to Vendor
12. Follows up weekly with vendor and department regarding PSA/PWA status

VENDOR

13. Reviews, signs and returns PSA/PWA to PROCUREMENT TECH

PROCUREMENT TECH

14. Receives and logs vendor-signed PSA/PWA in the AGREEMENT & REQUISITION LOG to indicate Agreement received from Vendor
15. Reviews vendor signature for compliance with [California Corporation Code 313](#), to ensure no changes were made to the PSA/PWA, and that the Vendor's insurance is current
16. Routes vendor-signed PSA/PWA to PURCHASING AGENT, or their designee, for signature

PURCHASING AGENT *or their designee*

17. Reviews and signs vendor-singed PSA/PWA
18. Routes fully executed PSA/PWA to PROCUREMENT TECH

PROCUREMENT TECH

19. Registers the project with the California Department of Industrial Relations (DIR) and prints the registration form confirmation number.
20. Encumbers funds in AFIN as a CT document. The DIR registration form is uploaded to AFIN as supporting documentation.
21. Routes PSA/PWA FOLDER to PROCUREMENT SPECIALIST to signal that the CT is ready for approval

PROCUREMENT SPECIALIST

22. Reviews and approves CT in AFIN
23. Routes the PSA/PWA FOLDER to PROCUREMENT TECH to notify vendor and requesting party

PROCUREMENT TECH

24. Updates AGREEMENT & REQUISITION LOG to indicate Agreement was executed and funds were encumbered
25. Emails a copy of the fully executed PSA/PWA to the requesting party
26. Mails one original fully executed PSA/PWA to the vendor
27. Files the original fully executed PSA/PWA in the PSA/PWA FOLDER

GENERAL SERVICES AGENCY PURCHASING DIVISION



Public Works Agreement Checklist

Instructions: *Check each item listed below as it is completed*
 Include each item with your request
 Include this completed checklist with your request

CHECKLIST	
<input type="checkbox"/>	Requisition Form - Requisition#
<input type="checkbox"/>	Partial Payment Applies (When project is to exceed 90 days)
<input type="checkbox"/>	New Scope of Work (for current fiscal year). See Page 2
<input type="checkbox"/>	DE-542 Report of Independent Contractor(s) Form Located. on: TCWeb - Click Here
<input type="checkbox"/>	PWC-100 Pre-Submission Form. Located on: TCWeb - Click Here <input type="checkbox"/> Complete with required signatures
<input type="checkbox"/>	GSA-100 Request for Capital and Major Maintenance Projects Form. Located on: TCWeb - Click Here
<input type="checkbox"/>	Verification of Public Works Contractor (PWC) from Department of Industrial Relations (DIR) Registration. Visit: State of California - Click Here <input type="checkbox"/> Print Screen confirmation of Active Registration
<input type="checkbox"/>	Verification of California Business Entities (BE) from Secretary of State. Visit: Secretary of State - Click Here <input type="checkbox"/> Print Screen confirmation of Active Status for: Corporations, Limited Liability Companies, Limited Partnerships of Record
Insurance Requirements:	
<i>Contact County Risk Management for assistance if uncertain of insurance requirements for your request.</i>	
<input type="checkbox"/>	General Liability Insurance Certificate
<input type="checkbox"/>	Endorsement to General Liability Insurance <input type="checkbox"/> Tulare County is named as Additional Insured <input type="checkbox"/> Policy Number Included
<input type="checkbox"/>	Auto Insurance <input type="checkbox"/> Tulare County is named as Additional Insured
<input type="checkbox"/>	Worker's Compensation Insurance
<input type="checkbox"/>	Wavier of Subrogation (WOS) Endorsement to Worker's Compensation Insurance <input type="checkbox"/> Policy Number Included
<input type="checkbox"/>	Signed Waiver Form from County Risk Management <i>Required when reduced limits or waived insurance requested.</i>
<input type="checkbox"/>	All Insurance Certificates Uploaded to Questys Date uploaded _____ Initial _____
<input type="checkbox"/>	Request Copied for Department Records

Public Works Agreement Checklist *(continued)*

Upon Completion of Project

Notice of Completion (NOC) Complete and Submit to Purchasing. Located on: [TCWeb - Click Here](#)

Basic Requirements of a Scope of Work

What needs to be done?	<ul style="list-style-type: none"> ✓ Purpose/Intent ✓ Services to be performed ✓ Equipment/products to be provided
Who will do what?	<ul style="list-style-type: none"> ✓ Groups/People involved ✓ Responsibilities of all parties ✓ Individual responsibilities
When should it be done?	<ul style="list-style-type: none"> ✓ Long term – Time frames ✓ Short term – Work hours ✓ Start dates/Deadlines ✓ Milestones with defined criteria, especially for payments
Where should it be done?	<ul style="list-style-type: none"> ✓ General areas ✓ Specific Locations ✓ Use of County Property
How will the performance be judged?	<ul style="list-style-type: none"> ✓ Reports ✓ Inspections ✓ Audits ✓ Evaluations ✓ Milestones achieved

INTERNAL PURCHASING PROCEDURE

PUBLIC WORKS AGREEMENT

PUBLIC WORKS AGREEMENT (PWA)

This process is initiated when a requisition is submitted to GSA Purchasing for a Public Works Agreement (PWA)

The requesting department has used the Procurement Flowchart to verify the following:

- ✓ Service is public works
- ✓ Service total is greater than \$1,000 and less than \$45,000
- ✓ GSA Facilities, GSA Capital Projects, or GSA Property Management have approved the service via GSA-100 form

PROCEDURE

PROCUREMENT TECH

1. Receives and logs requisition in the AGREEMENT & REQUISITION LOG to indicate request received
2. Reviews requisition for completeness using the PWA CHECKLIST
3. Routes to the PURCHASING AGENT, or their designee, for review

PURCHASING AGENT or their designee

4. Reviews the requisition for completeness using the PWA CHECKLIST
5. Determines if requisition for PWPO or HYBRID PSA/PWA compliance (considers dollar amount and risk).
6. Determines if PWA will require any specialized agreement language (e.g. agreement with another public entity)
7. Signs requisition and attaches any necessary modification instructions
Unapproved requisitions will be returned to requesting department with instruction regarding missing or incorrect information.
8. Routes signed requisition to PROCUREMENT TECH with direction to prepare one of the following:

	Contractor's License	DIR Registration	\$ Amount	Risk
A. PWA,	✓	✓	HIGH	HIGH
B. PWPO, or	✓	⊘	LOW	LOW
C. HYBRID PSA/PWA	⊘	✓	n/a	n/a

INTERNAL PURCHASING PROCEDURE

PUBLIC WORKS AGREEMENT

A. PWA (*Contractor's License, DIR registration, NOC*)

PROCUREMENT TECH

1. Assigns an agreement number
2. Creates a PWA FOLDER
3. Drafts a PWA using the PWA TEMPLATE
4. Attaches the appropriate insurance exhibit (insurance requirements depend on type of service)
5. Updates AGREEMENT & REQUISITION LOG with Agreement Number
6. Routes the PWA FOLDER to the PROCUREMENT SPECIALIST for review

PROCUREMENT SPECIALIST

7. Reviews draft PWA
8. Routes PWA back to PROCUREMENT TECH for revisions

PROCUREMENT TECH

9. Revises and finalizes PWA
10. Emails final PWA to vendor for review and signature, requesting department is cc'd on email
11. Updates AGREEMENT & REQUISITION LOG to indicate Agreement sent to Vendor
12. Follows up weekly with vendor and department regarding PWA status

VENDOR

13. Reviews, signs and returns PWA to PROCUREMENT TECH

PROCUREMENT TECH

14. Receives and logs vendor-signed PWA in the AGREEMENT & REQUISITION LOG to indicate Agreement received from Vendor
15. Reviews vendor signature for compliance with [California Corporation Code 313](#), to ensure no changes were made to the PWA, and that the Vendor's insurance is current
16. Routes vendor-signed PWA to PURCHASING AGENT for signature

PURCHASING AGENT

17. Reviews and signs vendor-signed PWA
18. Routes fully executed PWA to PROCUREMENT TECH

PROCUREMENT TECH

19. Registers the project with the California Department of Industrial Relations (DIR) and prints the registration form confirmation number
20. Encumbers funds in AFIN as a CT document with a commodity code 96800 to ensure payments are routed back to Purchasing for approval. The DIR registration form is uploaded to AFIN as supporting documentation
21. Routes PWA FOLDER to PROCUREMENT SPECIALIST to signal that the CT is ready for approval

PROCUREMENT SPECIALIST

22. Reviews and approves CT in AFIN
23. Routes the PWA FOLDER to PROCUREMENT TECH to notify vendor and requesting department

PROCUREMENT TECH

24. Updates AGREEMENT & REQUISITION LOG to indicate Agreement was executed and funds were encumbered
25. Emails a copy of the fully executed PWA to the requesting party
26. Mails one original fully executed PWA to the vendor
27. Files the original fully executed PWA in the PWA FOLDER

INTERNAL PURCHASING PROCEDURE

PUBLIC WORKS AGREEMENT

If partial payments are requested in the initial requisition, generally on projects lasting longer than 90 days, each payment will be submitted to Purchasing via AFIN and approved by the PROCUREMENT SPECIALIST. If partial payments were not requested, no payment will be made to the vendor until a Notice of Completion (NOC) has been executed.

DEPARTMENT

28. Upon completion of the project, requesting department submits a Notice of Completion (NOC) form to PROCUREMENT TECH with request for payment.

PROCUREMENT TECH

29. Types the NOC Document
30. Routes NOC to PURCHASING AGENT, or their designee, for review

PURCHASING AGENT *or their designee* & NOTARY PUBLIC

31. PURCHASING AGENT, or their designee, reviews NOC for accuracy
32. NOTARY reviews and notarizes NOC
33. PURCHASING AGENT, or their designee, signs
34. Routes executed NOC to PROCUREMENT TECH for recording

PROCUREMENT TECH

35. Files a copy of the fully executed NOC in the PWA FOLDER
36. Emails a copy of the fully executed NOC to the requesting party
37. Routes the original fully executed NOC to the County Recorder for recording

COUNTY RECORDER

38. Records the fully executed NOC
39. Routes recorded NOC to Purchasing

PROCUREMENT TECH

40. Receives original recorded NOC and files in the PWA FOLDER

INTERNAL PURCHASING PROCEDURE

PUBLIC WORKS AGREEMENT

B. PWPO (*Contractor's License, No DIR registration, No NOC*)

PROCUREMENT TECH

1. Assigns a BPO number (same as requisition number)
2. Updates AGREEMENT & REQUISITION LOG with BPO Number
3. Prepares a certified mailer to send to vendor
4. Encumbers funds in AFIN as a BPO document
5. Routes the requisition and mailer to the PROCUREMENT SPEC for review

PROCUREMENT SPECIALIST

6. Reviews and approves the BPO document in AFIN
7. Prints the BPO document and attached to requisition and mailer
8. Routes packet to PURCHASING AGENT, or their designee, for approval

PURCHASING AGENT *or their designee*

9. Reviews and signs BPO document
10. Routes approved packet back to PROCUREMENT TECH to mail out

PROCUREMENT TECH

11. Mails PWPO to Vendor via certified mail
12. Updates AGREEMENT & REQUISITION LOG to indicate PWPO was executed and funds were encumbered
13. Emails a copy of the fully executed PWPO to the requesting party

VENDOR

14. Signs certified mail receipt

PROCUREMENT TECH

15. Receives and files certified mail receipt

INTERNAL PURCHASING PROCEDURE

PUBLIC WORKS AGREEMENT

C. HYBRID PSA/PWA (No Contractor's License, DIR registration, No NOC)

PROCUREMENT TECH

1. Assigns an agreement number
2. Creates a HYBRID PSA/PWA FOLDER
3. Drafts a PSA/PWA using the HYBRID PSA/PWA TEMPLATE
4. Attaches the appropriate insurance exhibit (insurance requirements depend on type of service)
5. Updates AGREEMENT & REQUISITION LOG with Agreement Number
6. Routes the PSA/PWA FOLDER to the PROCUREMENT SPEC for review

PROCUREMENT SPECIALIST

7. Reviews draft PSA/PWA
8. Routes PSA/PWA back to PROCUREMENT TECH for revisions

PROCUREMENT TECH

9. Revises and finalizes PSA/PWA
10. Emails final PSA/PWA to vendor for review and signature, requesting department is cc'd on email
11. Updates AGREEMENT & REQUISITION LOG to indicate Agreement sent to Vendor
12. Follows up weekly with vendor and department regarding PSA/PWA status

VENDOR

13. Reviews, signs and returns PSA/PWA to PROCUREMENT TECH

PROCUREMENT TECH

14. Receives and logs vendor-signed PSA/PWA in the AGREEMENT & REQUISITION LOG to indicate Agreement received from Vendor
15. Reviews vendor signature for compliance with [California Corporation Code 313](#), to ensure no changes were made to the PSA/PWA, and that the Vendor's insurance is current
16. Routes vendor-signed PSA/PWA to PURCHASING AGENT, or their designee, for signature

PURCHASING AGENT *or their desingee*

17. Reviews and signs vendor-singed PSA/PWA
18. Routes fully executed PSA/PWA to PROCUREMENT TECH

PROCUREMENT TECH

19. Registers the project with the California Department of Industrial Relations (DIR) and prints the registration form confirmation number.
20. Encumbers funds in AFIN as a CT document. The DIR registration form is uploaded to AFIN as supporting documentation.
21. Routes PSA/PWA FOLDER to PROCUREMENT SPECIALIST to signal that the CT is ready for approval

PROCUREMENT SPECIALIST

22. Reviews and approves CT in AFIN
23. Routes the PSA/PWA FOLDER to PROCUREMENT TECH to notify vendor and requesting party

PROCUREMENT TECH

24. Updates AGREEMENT & REQUISITION LOG to indicate Agreement was executed and funds were encumbered
25. Emails a copy of the fully executed PSA/PWA to the requesting party
26. Mails one original fully executed PSA/PWA to the vendor
27. Files the original fully executed PSA/PWA in the PSA/PWA FOLDER

GENERAL SERVICES AGENCY PURCHASING DIVISION



Vehicle or Heavy Equipment Requisition Checklist

*Instructions: Check each item listed below as it is completed
 Include each item with your request
 Include this completed checklist with your request*

CHECKLIST

<input type="checkbox"/>	Product Purchase over \$5,000	<i>If total purchase is over \$50,000, see Materials Out to Bid Checklist</i>
<input type="checkbox"/>	Motor Vehicle	<input type="checkbox"/> Heavy Equipment requiring DMV registration
<input type="checkbox"/>	Other: _____	
<input type="checkbox"/>	Requisition Form - Requisition#	
<input type="checkbox"/>	Board Resolution approving capital asset purchase / WBS Request	
<input type="checkbox"/>	AUD 308 Form (if necessary) - Located on: TCWeb - Cick Here	
<input type="checkbox"/>	County of Tulare Capital Asset Inventory Form - Located on: <i>*TCWeb – Insert Link*</i>	
<input type="checkbox"/>	For Vehicle Purchase - Vehicle Acquisition Form (New) - Located on: <i>*TCWeb – Insert Link*</i>	
<input type="checkbox"/>	For Heavy Equipment Purchase - Complete Specification Form – Located on: <i>*TCWeb – Insert Link*</i>	
<input type="checkbox"/>	Request Copied for Department Records	
<input type="checkbox"/>	Original “Wet” Signature Requisition Packet to Purchasing	

AFTER THE CAPITAL ASSET IS RECEIVED BY DEPARTMENT

<input type="checkbox"/>	Received Date: ____/____/____
<input type="checkbox"/>	Notification to Purchasing of Receipt: TO: _____ Date: _____

Capital Asset General Purchase Information

Budget Line:

	Fund	Dept.	Org.	Object	Sub-Object
	Fund	Dept.	Org.	Object	Sub-Object
	Fund	Dept.	Org.	Object	Sub-Object

List of Potential Vendors:

Special Instructions (i.e. packing, delivery, contact):

Heavy Equipment Specification Form: The description of the item should be written without the use of abbreviations. As part of the description, the following should be included:

CHECKLIST	
<input type="checkbox"/>	Date(s)
<input type="checkbox"/>	Scope of Work
<input type="checkbox"/>	Purpose – Brief Description of the Intended use(s)
<input type="checkbox"/>	Schedule(s)
<input type="checkbox"/>	Address
<input type="checkbox"/>	Quantity
<input type="checkbox"/>	Color(s)
<input type="checkbox"/>	Size - dimension, weight, volume, etc.
<input type="checkbox"/>	If known, a satisfactory make, model, and part number. List all necessary features. <i>This information will be used to determine equivalent makes, models, and part numbers</i>
<input type="checkbox"/>	Packaging - describe how the units are packaged. (Example: 12/case, 24/package, etc.)
<input type="checkbox"/>	Drawings or Photographs, when useful
<input type="checkbox"/>	Goods and Services Brochures or Literature
<input type="checkbox"/>	Items required (data sheets)
<input type="checkbox"/>	Reporting requirements
<input type="checkbox"/>	Warranty requirements
<input type="checkbox"/>	Specific Terms and Conditions
<input type="checkbox"/>	Estimated Cost
<input type="checkbox"/>	Material Takeoff (list of requirement items)

INTERNAL PURCHASING PROCEDURE

VEHICLE OR HEAVY EQUIPMENT, INFORMAL BID

VEHICLE OR HEAVY EQUIPMENT, INFORMAL BID

This process is initiated when a requisition is submitted to GSA Purchasing for a Vehicle or Heavy Equipment purchase. The requesting department has used the Procurement Flowchart to verify the following:

- ✓ Item is not on an existing Countywide Contract or not within the currently contracted term
- ✓ Purchase total is less than \$50,000
- ✓ If an item the order costs more than \$5,000, the Board of Supervisors has approved the capital asset purchase
- ✓ The item requires California DMV registration

PROCEDURE

PROCUREMENT TECH

1. Receives and logs requisition in the AGREEMENT & REQUISITION LOG to indicate request received
2. Reviews requisition for completeness using the CAPITAL ASSET CHECKLIST
3. Verifies a sub-object code has been included in the requesting departments accounting line
4. Verifies total purchase amount is less than \$50,000 (*if \$50,000 or more, purchase must go out to bid*)
5. Routes to the PURCHASING AGENT, or their designee, for review

PURCHASING AGENT or their designee

6. Reviews the requisition for completeness using the CAPITAL ASSET CHECKLIST
7. Checks VEHICLE PURCHASE LOG for an established price. If an establish price exists, reaches out to vendor to confirm and notifies department of the expedited process.
8. Checks JOINT AGREEMENTS for a contracted price. If a contracted price exists, notifies department of expedited process.
9. Determines if the specialized nature of request justifies a direct purchase. If a direct purchase is justified, notifies department or expedited process.
10. Signs requisition and attaches any necessary modification instructions (copies of previous quotes, references to joint agreements, justification for direct purchase)
Unapproved requisitions will be returned to requesting department with instruction regarding missing or incorrect information.
11. Routes signed requisition to PROCUREMENT SPECIALIST with direction to prepare one of the following:

	Existing Quote or Joint Agreement	Time Sensitive or Specialty Item	No existing quote or special constraints
A. INFORMAL QUOTATION	⊘	⊘	✓
B. PIGGYBACK ON CONTRACT / QUOTE	✓	⊘	⊘
C. DIRECT PURCHASE	⊘	✓	⊘

INTERNAL PURCHASING PROCEDURE

VEHICLE OR HEAVY EQUIPMENT, INFORMAL BID

A. INFORMAL QUOTATION

PROCUREMENT SPECIALIST

1. Assigns an REQUEST FOR QUOTE number
2. Records request in BID LOG
3. Creates a BID FOLDER
4. Drafts a REQUEST FOR QUOTE using the REQUEST FOR QUOTE TEMPLATE
5. Updates AGREEMENT & REQUISITION LOG with Requisition Number
6. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for review

PURCHASING AGENT *or their designee*

7. Reviews draft REQUEST FOR QUOTE
8. Routes REQUEST FOR QUOTE back to PROCUREMENT SPECIALIST for revisions

PROCUREMENT SPECIALIST

9. Revises and finalizes REQUEST FOR QUOTE
10. Emails final REQUEST FOR QUOTE to multiple vendors for quotation, Fleet or Heavy Equipment Superintendent is cc'd on email
11. Updates AGREEMENT & REQUISITION LOG to indicate request out for quotation.
12. Sets a shared calendar reminder for quotation deadline.

VENDOR

13. Submits quotations to PROCUREMENT SPECIALIST

PROCUREMENT SPECIALIST

14. Receives quotations and verifies specification compliance – this step may require contacting the Fleet or Heavy Equipment Superintendent to ensure quotation meets the requesting department's needs
15. Selects the lowest quotation, which meets the requested specifications, and prepares a PURCHASE ORDER (PO).
16. Encumbers funds in AFIN as a PO document, quotation is uploaded as backup documentation
17. Routes the BID FOLDER to the SUPERVISING PROCUREMENT SPECIALIST to signal that the PO is ready for approval

SUPERVISING PROCUREMENT SPECIALIST

18. Reviews and approves PO in AFIN
19. Prints the PO and places in the BID FOLDER
20. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for approval

PURCHASING AGENT *or their designee*

21. Reviews and signs PO document
22. Routes a copy of the approved PO to the FAS MANAGER with the CAPITAL ASSET INVENTORY FORM
23. Routes the BID FOLDER to the PROCUREMENT SPECIALIST for filing
24. Routes the original approved PO to PROCUREMENT TECH to mail out

PROCUREMENT TECH

25. Emails PO to Vendor, PROCUREMENT SPECIALIST, requesting department, and Fleet or Heavy Equipment Superintendent is cc'd on email
26. Updates AGREEMENT & REQUISITION LOG to indicate PO was executed and funds were encumbered
27. Emails a copy of the fully executed PO to the requesting department

VENDOR

28. Fulfills vehicle or heavy equipment order

INTERNAL PURCHASING PROCEDURE

VEHICLE OR HEAVY EQUIPMENT, INFORMAL BID

FLEET OR HEAVY EQUIPMENT SUPERINTENDENT

29. Receives the vehicle or heavy equipment on site.
30. Receives California Department of Motor Vehicles (DMV) registration and license plates
31. Attaches license plates to vehicle or heavy equipment
32. Contacts requesting department to collect the vehicle or heavy equipment
33. Routes vehicle or heavy equipment registration to FAS MANAGER at Purchasing

FAS MANAGER

34. Receives vehicle or heavy equipment registration.
35. Updates the CAPITAL ASSET INVENTORY FORM.
36. Updates the Fixed Asset Inventory System
37. Routes a copy of the vehicle registration and vendor invoice to the requesting department for payment.

REQUESTING DEPARTMENT

38. Submits a PRC payment against the PO using the vehicle registration and vendor invoice as backup documentation.

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INTERNAL PURCHASING PROCEDURE

VEHICLE OR HEAVY EQUIPMENT, INFORMAL BID

B. PIGGYBACK ON CONTRACT OR QUOTE

PROCUREMENT SPECIALIST

1. Prepares a PURCHASE ORDER (PO) referencing the previous quote or joint agreement
2. Encumbers funds in AFIN as a PO document, quotation is uploaded as backup documentation
3. Routes the BID FOLDER to the SUPERVISING PROCUREMENT SPEC to signal that the PO is ready for approval

SUPERVISING PROCUREMENT SPECIALIST

4. Reviews and approves PO in AFIN
5. Prints the PO and places in the BID FOLDER
6. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for approval

PURCHASING AGENT *or their designee*

7. Reviews and signs PO document
8. Routes a copy of the approved PO to the FAS MANAGER with the CAPITAL ASSET INVENTORY FORM
9. Routes the BID FOLDER to the PROCUREMENT SPECIALIST for filing
10. Routes the original approved PO to PROCUREMENT TECH to mail out

PROCUREMENT TECH

11. Emails PO to Vendor, PROCUREMENT SPECIALIST, requesting department, and Fleet or Heavy Equipment Superintendent is cc'd on email
12. Updates AGREEMENT & REQUISITION LOG to indicate PO was executed and funds were encumbered
13. Emails a copy of the fully executed PO to the requesting party

VENDOR

14. Fulfills vehicle or heavy equipment order

FLEET OR HEAVY EQUIPMENT SUPERINTENDENT

15. Receives the vehicle or heavy equipment on site.
16. Receives California Department of Motor Vehicles (DMV) registration and license plates
17. Attaches license plates to vehicle or heavy equipment
18. Contacts requesting department to collect the vehicle or heavy equipment
19. Routes vehicle or heavy equipment registration to FAS MANAGER at Purchasing

FAS MANAGER

20. Receives vehicle or heavy equipment registration.
21. Updates the CAPITAL ASSET INVENTORY FORM.
22. Updates the Fixed Asset Inventory System
23. Routes a copy of the vehicle registration and vendor invoice to the requesting department for payment.

REQUESTING DEPARTMENT

24. Submits a PRC payment against the PO using the vehicle registration and vendor invoice as backup documentation.

INTERNAL PURCHASING PROCEDURE

VEHICLE OR HEAVY EQUIPMENT, INFORMAL BID

C. DIRECT PURCHASE

PROCUREMENT SPECIALIST

1. Prepares a PURCHASE ORDER (PO)
2. Encumbers funds in AFIN as a PO document, quotation is uploaded as backup documentation
3. Routes the BID FOLDER to the SUPERVISING PROCUREMENT SPEC to signal that the PO is ready for approval

SUPERVISING PROCUREMENT SPECIALIST

4. Reviews and approves PO in AFIN
5. Prints the PO and places in the BID FOLDER
6. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for approval

PURCHASING AGENT *or their designee*

7. Reviews and signs PO document
8. Routes a copy of the approved PO to the FAS MANAGER with the CAPITAL ASSET INVENTORY FORM
9. Routes the BID FOLDER to the PROCUREMENT SPECIALIST for filing
10. Routes the original approved PO to PROCUREMENT TECH to mail out

PROCUREMENT TECH

11. Emails PO to Vendor, PROCUREMENT SPECIALIST, requesting department, and Fleet or Heavy Equipment Superintendent is cc'd on email
12. Updates AGREEMENT & REQUISITION LOG to indicate PO was executed and funds were encumbered
13. Emails a copy of the fully executed PO to the requesting party

VENDOR

14. Fulfills vehicle or heavy equipment order

FLEET OR HEAVY EQUIPMENT SUPERINTENDENT

15. Receives the vehicle or heavy equipment on site.
16. Receives California Department of Motor Vehicles (DMV) registration and license plates
17. Attaches license plates to vehicle or heavy equipment
18. Contacts requesting department to collect the vehicle or heavy equipment
19. Routes vehicle or heavy equipment registration to FAS MANAGER at Purchasing

FAS MANAGER

20. Receives vehicle or heavy equipment registration.
21. Updates the CAPITAL ASSET INVENTORY FORM.
22. Updates the Fixed Asset Inventory System
23. Routes a copy of the vehicle registration and vendor invoice to the requesting department for payment.

REQUESTING DEPARTMENT

24. Submits a PRC payment against the PO using the vehicle registration and vendor invoice as backup documentation.

GENERAL SERVICES AGENCY PURCHASING DIVISION



Out to Bid for Materials Checklist

*Instructions: Check each item listed below as it is completed
 Include each item with your request
 Include this completed checklist with your request*

CHECKLIST	
<input type="checkbox"/>	Materials Purchase over \$50,000.00
<input type="checkbox"/>	Requisition Form - Requisition#
	<input type="checkbox"/> Multiple Items Bid OR <input type="checkbox"/> Single Item Bid
<input type="checkbox"/>	Usage Estimate Form
<input type="checkbox"/>	Complete Specifications - <i>See page 2</i>
<input type="checkbox"/>	Request Copied for Department File
<input type="checkbox"/>	Original "Wet" Signature to Purchasing
INCLUDE THE FOLLOWING IF THE ORDER CONTAINS A CAPITAL ASSET (single item greater than \$5,000)	
<input type="checkbox"/>	Board Resolution approving capital asset purchase / WBS Request
<input type="checkbox"/>	AUD 308 Form (if necessary) - Located on: TCWeb - Cick Here
<input type="checkbox"/>	County of Tulare Capital Asset Inventory Form - Located on: <i>*TCWeb – Insert Link*</i>
<input type="checkbox"/>	For Vehicle Purchase - Vehicle Acquisition Form (New) - Located on: <i>*TCWeb – Insert Link*</i>
<input type="checkbox"/>	For Heavy Equipment Purchase - Complete Specification Form – Located on: <i>*TCWeb – Insert Link*</i>
AFTER THE CAPITAL ASSET IS RECEIVED BY DEPARTMENT	
<input type="checkbox"/>	Received Date: ____/____/____
<input type="checkbox"/>	Notification to Purchasing of Receipt: TO: _____ Date: _____

General Purchase Information

Budget Line:

	Fund	Dept.	Org.	Object	Sub-Object
	Fund	Dept.	Org.	Object	Sub-Object
	Fund	Dept.	Org.	Object	Sub-Object

List of Potential Vendors:

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Special Instructions (i.e. packing, delivery, contact):

COMPLETE SPECIFICATION FORM

VEHICLE ♦ HEAVY EQUIPMENT ♦ MATERIAL GOODS

Descriptions should be written without abbreviations. As applicable, the following should be included:

CHECKLIST	
<input type="checkbox"/>	Color(s)
<input type="checkbox"/>	Date(s)
<input type="checkbox"/>	Scope of Work
<input type="checkbox"/>	Schedule(s)
<input type="checkbox"/>	Address
<input type="checkbox"/>	Quantity
<input type="checkbox"/>	Size - dimension, weight, volume, etc.
<input type="checkbox"/>	Samples
<input type="checkbox"/>	If known, a satisfactory make, model, and part number. List all necessary features only. This information will be used to determine "equal" makes, models, and part numbers
<input type="checkbox"/>	Packaging - Describe how the units are packaged (Example: 12/case, 24/package, etc.)
<input type="checkbox"/>	Purpose – Brief description of the Intended use(s)
<input type="checkbox"/>	Drawings or Photographs, when useful
<input type="checkbox"/>	Goods and/or Services Brochures or Literature
<input type="checkbox"/>	Items required (data sheets)
<input type="checkbox"/>	Reporting requirements
<input type="checkbox"/>	Warranty requirements
<input type="checkbox"/>	Maintenance schedule
<input type="checkbox"/>	Specific Terms and Conditions
<input type="checkbox"/>	Estimated Cost
<input type="checkbox"/>	Material Takeoff (list of required items)
<input type="checkbox"/>	Delivery Days
<input type="checkbox"/>	Shipping Method – Common carrier

Sole Source Vendor: Must be authorized by the BOS.

INTERNAL PURCHASING PROCEDURE

OUT TO BID, MATERIALS WITH CAPITAL ASSETS

OUT TO BID, MATERIALS WITH CAPITAL ASSETS

This process is initiated when a requisition is submitted to GSA Purchasing to go out to bid for materials, which includes capital assets.

The requesting department has used the Procurement Flowchart to verify the following:

- ✓ *Materials are not on an existing Countywide Contract or not within the currently contracted term*
- ✓ *Materials total is greater than \$50,000*
- ✓ *There are capital assets being purchased in this order*

PROCEDURE

PROCUREMENT TECH

1. Receives and logs requisition in the BID LOG to indicate request received
2. Routes requisition to PURCHASING SPEC for review

PROCUREMENT SPECIALIST

3. Reviews requisition for completeness using the OUT TO BID CHECKLIST
4. Creates a BID FOLDER
5. Drafts a bid document using the BID TEMPLATE
6. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for review

PURCHASING AGENT *or their designee*

7. Reviews and finalizes BID DOCUMENT
8. Routes final BID DOCUMENT to PROCUREMENT SPECIALIST for final review and publication

PROCUREMENT SPECIALIST

9. Emails BID DOCUMENT to requesting department for final review

REQUESTING DEPARTMENT

10. Reviews and approves final BID DOCUMENT
11. Emails approval to PROCUREMENT SPECIALIST

PROCUREMENT SPECIALIST

12. Posts final BID DOCUMENT to www.bidnet.com and sends copies to known vendors - Fleet or Heavy Equipment Superintendent is cc'd on email if a vehicle or piece of heavy equipment is included in the bid
13. Advertises BID DOCUMENT per department instructions
14. Updates BID LOG to indicate out to bid

PROCUREMENT SPECIALIST – VENDOR CONFERENCE *(if required)*

15. Coordinates Vendor Conference
16. Records Vendor questions and sends to department for responses
17. Compiles department responses into an AMENDMENT/ADDENDUM to the BID DOCUMENT
18. Posts AMENDMENT/ADDENDUM to www.bidnet.com and sends copies to participating vendors

PROCUREMENT SPECIALIST – BID OPENING

19. Receives and opens bids
20. Compiles a BID RECAP – summary of bids
21. Sends BID RECAP to requesting department for review

DEPARTMENT – VENDOR SELECTION

22. Reviews BID RECAP and selects the lowest responsible bidder, unless an alternative can be justified - *local vendors within 5% of the lowest bid can be asked to match the lowest price.*

INTERNAL PURCHASING PROCEDURE

OUT TO BID, MATERIALS WITH CAPITAL ASSETS

PROCUREMENT SPECIALIST – PROCESS PURCHASE

23. Receives requesting department's Vendor selection
24. Verifies the bid amount is within the Board-approved budget – *the CAO may approve up to 10% over budgeted amount. Anything over 10% must receive Board approval*
25. Encumbers funds in AFIN as a PO document
26. Routes the BID FOLDER to the SUPERVISING PROCUREMENT SPECIALIST to signal that the PO is ready for approval

SUPERVISING PROCUREMENT SPECIALIST

27. Reviews and approves PO in AFIN
28. Prints the PO and places in the BID FOLDER
29. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for approval

PURCHASING AGENT *or their designee*

30. Reviews and signs PO document
31. Routes a copy of the approved PO to the FAS MANAGER with the CAPITAL ASSET INVENTORY FORM
32. Routes the BID FOLDER to the PROCUREMENT SPECIALIST for filing
33. Routes the original approved PO to PROCUREMENT TECH to mail out

PROCUREMENT TECH

1. Emails PO to Vendor, PROCUREMENT SPECIALIST, requesting department is cc'd on email - Fleet or Heavy Equipment Superintendent is cc'd on email if a vehicle or piece of heavy equipment is included in the bid
2. Updates AGREEMENT & REQUISITION LOG to indicate PO was executed and funds were encumbered
3. Emails a copy of the fully executed PO to the requesting department

VENDOR

4. Fulfills materials order

FLEET OR HEAVY EQUIPMENT SUPERINTENDENT *(if the order includes a vehicle or heavy equipment)*

5. Receives the vehicle or heavy equipment on site.
6. Receives California Department of Motor Vehicles (DMV) registration and license plates
7. Attaches license plates to vehicle or heavy equipment
8. Contacts requesting department to collect the vehicle or heavy equipment
9. Routes vehicle or heavy equipment registration to FAS MANAGER at Purchasing

FAS MANAGER

10. Receives vehicle or heavy equipment registration or notification from the requesting department that the capital asset was received
11. Updates the CAPITAL ASSET INVENTORY FORM.
12. Updates the Fixed Asset Inventory System
13. (If the order includes a vehicle or heavy equipment) Routes a copy of the vehicle registration and vendor invoice to the requesting department for payment.

REQUESTING DEPARTMENT

14. Submits a PRC payment against the PO

GENERAL SERVICES AGENCY PURCHASING DIVISION



Out to Bid for Public Works Checklist

*Instructions: Check each item listed below as it is completed
Include each item with your request
Include this completed checklist with your request*

CHECKLIST	
<input type="checkbox"/>	Requisition Form - Requisition#
<input type="checkbox"/>	<input type="checkbox"/> Partial Payment Applies (When project is to exceed 90 days)
<input type="checkbox"/>	Requested Project Estimated Over \$45,000 and Not to Exceed \$175,000
<input type="checkbox"/>	GSA-100 Request for Capital and Major Maintenance Projects Form. Located on: TCWeb - Click Here
<input type="checkbox"/>	PWC-100 Pre-Submission Form. Located on: TCWeb - Click Here
<input type="checkbox"/>	PWC-200 Out to Bid Request Form. Located on: TCWeb - Click Here
<input type="checkbox"/>	Scope of Work - <i>See page 2</i>
<input type="checkbox"/>	Stamped Engineer Plans or Project Plans
<input type="checkbox"/>	Project/Engineer's Estimate (if applicable)
<input type="checkbox"/>	Request Copied for Department File
<input type="checkbox"/>	Original "Wet" Signature to Purchasing

Basic Requirements of a Scope of Work

What needs to be done?	<ul style="list-style-type: none">✓ Purpose/Intent✓ Services to be performed✓ Equipment/products to be provided
Who will do what?	<ul style="list-style-type: none">✓ Groups/People involved✓ Responsibilities of all parties✓ Individual responsibilities
When should it be done?	<ul style="list-style-type: none">✓ Long term – Time frames✓ Short term – Work hours✓ Start dates/Deadlines✓ Milestones with defined criteria, especially for payments
Where should it be done?	<ul style="list-style-type: none">✓ General areas✓ Specific Locations✓ Use of County Property
How will the performance be judged?	<ul style="list-style-type: none">✓ Reports✓ Inspections✓ Audits✓ Evaluations✓ Milestones achieved

INTERNAL PURCHASING PROCEDURE

OUT TO BID, PUBLIC WORKS

OUT TO BID, PUBLIC WORKS

This process is initiated when a requisition is submitted to GSA Purchasing to go out to bid for a Public Works project. The requesting department has used the Procurement Flowchart to verify the following:

- ✓ Service is a public works
- ✓ Service total is greater than \$45,000 and less than \$175,000
- ✓ GSA Facilities, GSA Capital Projects, or GSA Property Management have approved the service via GSA-100 form

PROCEDURE

PROCUREMENT TECH

1. Receives and logs requisition in the BID LOG to indicate request received
2. Routes requisition to PURCHASING SPEC for review

PROCUREMENT SPECIALIST

3. Reviews requisition for completeness using the OUT TO BID CHECKLIST
4. Creates a BID FOLDER
5. Drafts a bid document using the BID TEMPLATE
6. Attaches the appropriate insurance exhibit (insurance requirements depend on type of service)
7. Routes the BID FOLDER to the PURCHASING AGENT, or their designee, for review

PURCHASING AGENT *or their designee*

8. Reviews and finalizes BID DOCUMENT
9. Routes final BID DOCUMENT to PROCUREMENT SPECIALIST for final review and publication

PROCUREMENT SPECIALIST

10. Emails BID DOCUMENT to requesting department for final review

REQUESTING DEPARTMENT

11. Reviews and approves final BID DOCUMENT
12. Emails approval to PROCUREMENT SPECIALIST

PROCUREMENT SPECIALIST

13. Posts final BID DOCUMENT to www.bidnet.com, publishes in trade journals per [Public Contract Code §22036](#), and sends copies to known vendors
14. Advertises BID DOCUMENT per department instructions
15. Updates BID LOG to indicate out to bid

PROCUREMENT SPECIALIST – VENDOR CONFERENCE *(if required)*

16. Coordinates Vendor Conference
17. Records Vendor questions and sends to department for responses
18. Compiles department responses into an AMENDMENT/ADDENDUM to the BID DOCUMENT
19. Posts AMENDMENT/ADDENDUM to www.bidnet.com, trade journals, and sends copies to participating vendors

PROCUREMENT SPECIALIST – BID OPENING

20. Receives and opens bids at set date and time
21. Compiles a BID RECAP – summary of bids
22. Sends BID RECAP to requesting department for review

DEPARTMENT – VENDOR SELECTION

23. Reviews BID RECAP and selects the lowest responsible bidder, unless an alternative can be justified

INTERNAL PURCHASING PROCEDURE

OUT TO BID, PUBLIC WORKS

PROCUREMENT SPECIALIST – AWARD & AGREEMENT

24. Receives requesting department's Vendor selection
25. Verifies the bid amount is within the Board-approved budget

PROCUREMENT TECH – AWARD & AGREEMENT

26. Assigns an agreement number
27. Creates a PWA FOLDER
28. Drafts a PWA using the PWA TEMPLATE
29. Attaches the appropriate insurance exhibit (insurance requirements depend on type of service)
30. Updates AGREEMENT & REQUISITION LOG with Agreement Number
31. Routes the PWA FOLDER to the PROCUREMENT SPEC for review

PROCUREMENT SPECIALIST

32. Reviews draft PWA
33. Routes PWA back to PROCUREMENT TECH for revisions

PROCUREMENT TECH

34. Revises and finalizes PWA
35. Emails final PWA to vendor for review and signature, requesting department is cc'd on email
36. Updates AGREEMENT & REQUISITION LOG to indicate Agreement sent to Vendor
37. Follows up weekly with vendor and department regarding PWA status

VENDOR

38. Reviews, signs and returns PWA to PROCUREMENT TECH

PROCUREMENT TECH

39. Receives and logs vendor-signed PWA in the AGREEMENT & REQUISITION LOG to indicate Agreement received from Vendor
40. Reviews vendor signature for compliance with [California Corporation Code 313](#), to ensure no changes were made to the PWA, and that the Vendor's insurance is current
41. Routes vendor-signed PWA to PURCHASING AGENT for signature

PURCHASING AGENT

42. Reviews and signs vendor-signed PWA
43. Routes fully executed PWA to PROCUREMENT TECH

PROCUREMENT TECH

44. Registers the project with the California Department of Industrial Relations (DIR) and prints the registration form confirmation number.
45. Encumbers funds in AFIN as a CT document with a commodity code to ensure payments are routed back to Purchasing for approval. The DIR registration form is uploaded to AFIN as supporting documentation.
46. Routes PWA FOLDER to PROCUREMENT SPECIALIST to signal that the CT is ready for approval

PROCUREMENT SPECIALIST

47. Reviews and approves CT in AFIN
48. Routes the PWA FOLDER to PROCUREMENT TECH to notify vendor and requesting department

PROCUREMENT TECH

49. Updates AGREEMENT & REQUISITION LOG to indicate Agreement was executed and funds were encumbered
50. Emails a copy of the fully executed PWA to the requesting party

INTERNAL PURCHASING PROCEDURE

OUT TO BID, PUBLIC WORKS

51. Mails one original fully executed PWA to the vendor
52. Files the original fully executed PWA in the PWA FOLDER

If partial payments are requested in the initial requisition, generally on projects lasting longer than 90 days, each payment will be submitted to Purchasing via AFIN and approved by the PROCUREMENT SPECIALIST. If partial payments were not requested, no payment will be made to the vendor until a Notice of Completion (NOC) has been executed.

DEPARTMENT

53. Upon completion of the project, requesting department submits a Notice of Completion (NOC) form to PROCUREMENT TECH with request for payment.

PROCUREMENT TECH

54. Types the NOC Document
55. Routes NOC to PURCHASING AGENT, or their designee, for review

PURCHASING AGENT or their designee & NOTARY PUBLIC

56. PURCHASING AGENT, or their designee, reviews NOC for accuracy
57. NOTARY reviews and notarizes NOC
58. PURCHASING AGENT, or their designee, signs
59. Routes executed NOC to PROCUREMENT TECH for recording

PROCUREMENT TECH

60. Files a copy of the fully executed NOC in the PWA FOLDER
61. Emails a copy of the fully executed NOC to the requesting party
62. Routes the original fully executed NOC to the County Recorder for recording

COUNTY RECORDER

63. Records the fully executed NOC
64. Routes recorded NOC to Purchasing

PROCUREMENT TECH

65. Receives original recorded NOC and files in the PWA FOLDER



Purchasing Process Improvements

General Services Agency

August 14, 2018

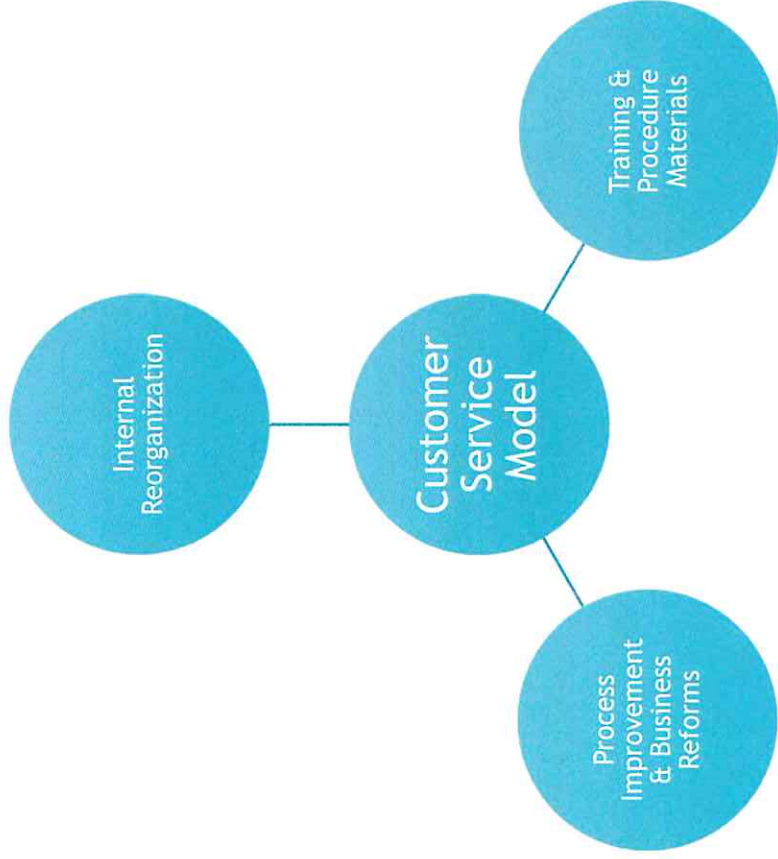
Presentation Outline

- ▶ Introduction & Background: *Customer Service Model*
- ▶ Purchasing Improvement Process:
 - ▶ Part I: Reorganization Summary
 - ▶ Part II: Process Improvement & Business Reforms
 - ▶ Part III: Training & Procedure Materials
- ▶ Purchasing Ordinance Modifications
- ▶ Conclusion & Acknowledgements

Introduction & Background

- ▶ Purchasing was integrated into the General Services Agency in December 2017
- ▶ GSA completed a reorganization of the Purchasing division in May 2018
- ▶ GSA has been conducting a Three-Part Integration Process and implementing a new business paradigm, known as the *Customer Service Model*:
 1. Institute a Proposed Reorganization of the Procurement Unit (*Completed May 2018*)
 2. Implement Process Improvement & Business Reforms (*Current Status Report*)
 3. Produce Training & Procedure Materials (*January 2019*)
- ▶ Purpose of the Customer Service Model: to develop an organizational structure, culture, and operations which support Purchasing's critical role in the delivery of public services.

Introduction & Background



Reorganization Summary

- ▶ Approved on March 6, 2018
- ▶ Created three teams of specialists and technicians
 - ▶ Work is distributed within teams by dollar amount and complexity
 - ▶ Allows for Departmental Assignments
 - ▶ Added two new positions to reduce workload congestion
- ▶ Created a Procurement Supervisor position
 - ▶ Workflow management and supervise teams
 - ▶ Work on the highest complexity tasks

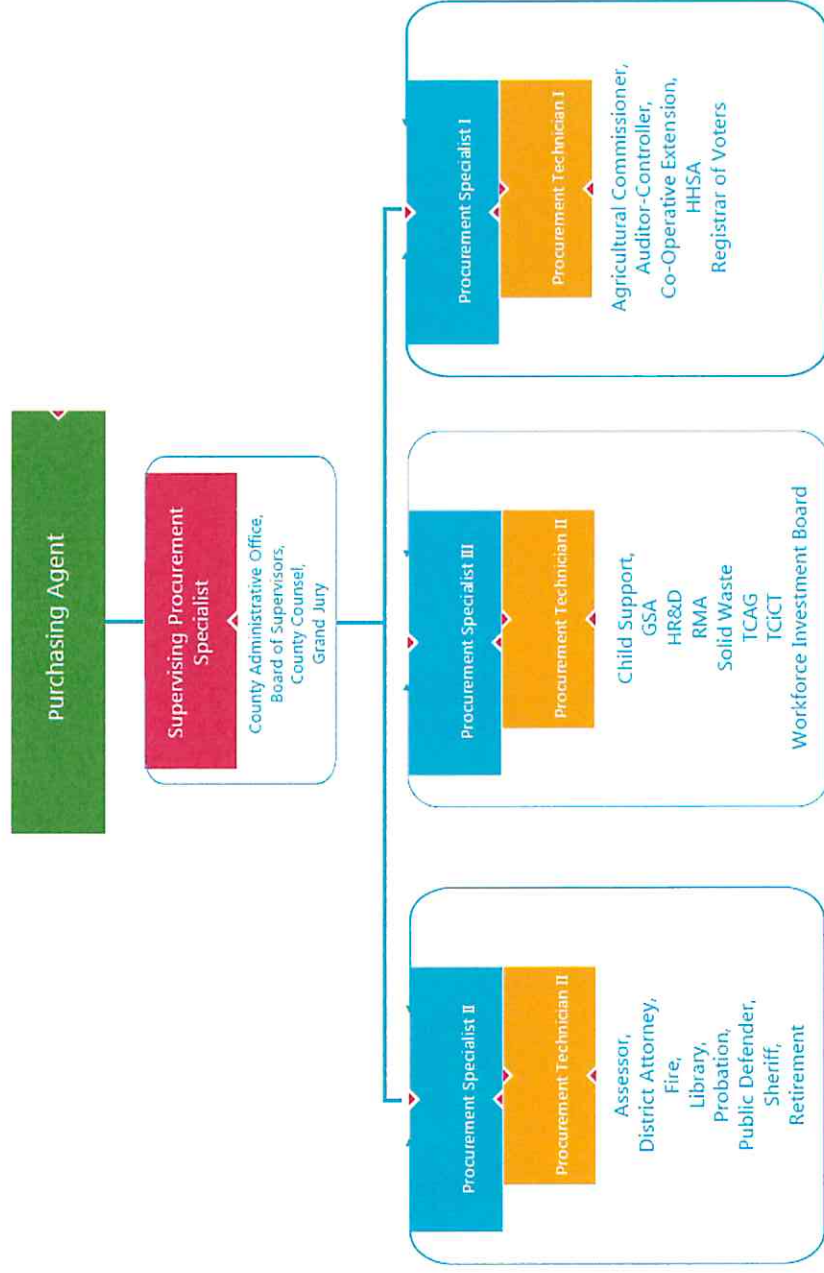
Deleted Classifications

- 1 Contract Coordinator
- 2 Buyers
- 2 Purchasing Assistants

Added Classifications

- 1 Procurement Supervisor
- 3 Procurement Specialists
- 3 Procurement Technicians

Reorganization Summary



Process Improvement & Business Reforms

Four major objectives to the Process Improvement & Business Reform objective:

1. Generate Time & Processing Efficiencies
2. Develop Effective Communication Protocols
3. Evaluate Throughput Efficiencies
4. Create Reasonable Business Flexibilities
 - ▶ Purchasing Ordinance Modifications

Process Improvement & Business Reforms

- ▶ Generate Time & Processing Efficiencies
 - ▶ Process mapping and evaluation to establish a collection of best practices
 - ▶ Workflow analysis to identify high-volume users
 - ▶ For example, five departments constitute over 75% over the workflow:

1. HHSA:	22%
2. GSA:	18%
3. RMA:	16%
4. Sheriff:	13%
5. Probation:	7%
- ▶ Also analyzed common causes of document rejections to strategically target problematic areas

Process Improvement & Business Reforms

- ▶ Develop Effective Communication Protocols
 - ▶ Established response times to phone and email inquiries
 - ▶ Established follow-up schedules for communication with departments and vendors regarding pending and outstanding documents
 - ▶ Developing web-based communication tools such as agreement logs and a searchable Countywide contract database
- ▶ Evaluate Throughput Efficiencies
 - ▶ All internal production and review processes should add value to the end product
 - ▶ Purchasing no longer uses the Delivery Order (DO) procurement process
 - ▶ Work with Departments to identify a revised process by the start of fiscal year 2020

Process Improvement & Business Reforms

- ▶ Create Reasonable Business Flexibilities for Departments
 - ▶ Ensure that internal Purchasing processes are streamlined and meet the customers' needs
 - ▶ Proposed Ordinance Changes will be brought to the Board in the coming weeks:
 1. Alleviate workflow congestion and provide coverage of routine approvals through increased delegation
 2. Increase maximum contract term to three years
 3. Improve customers ability to procure goods and services in emergency situations

Purchasing Ordinance Modifications

- ▶ Scheduled for consideration today, but some changes are recommended, so it will be brought back in a few weeks. GSA will also be reviewing these changes with County Departments
- ▶ The following changes would generate reasonable business flexibilities for County Departments:
 - ▶ **Expanded Delegation Authority - 1-03-1275:** Add language to broaden the delegation authority of the Purchasing Agent and define the GSA Director, or designee, as the Purchasing Agent. This would ensure that, when necessary, the Purchasing Agent can deputize an assistant to undertake approvals and ensure workflow continues.
 - ▶ **Three Year Agreements - 1-03-1290:** Modify language to allow for multi-year agreements, up to three years. This would give flexibility to Departments and reduce the number of late invoice payments.
 - ▶ **Emergency Purchases - 1-03-1360:** Add authority to make emergency purchases in situations which do not necessarily qualify as an emergency for purposes of civil defense and disaster. This would allow more discretion to Departments for emergency purchases as needed.

Training & Procedure Materials

Third Component of Integration Process

- ▶ Effective management of purchasing processes requires Department effort
- ▶ Part of Purchasing's responsibility is to educate Departments regarding requirements and require compliance with those requirements
 - ▶ State and Federal Procurement & Contracting Statutes
 - ▶ County Ordinance
 - ▶ Auditor-Controller Regulations
 - ▶ Grant Regulations
- ▶ GSA will be working with Departments on this phase through January 2019
 - ▶ Enforcement and compliance proposals will be brought to the Board in February 2019

Training & Procedure Materials

- ▶ **First Phase: Document Flowcharts & Checklists**
 - ▶ If departments submit all of the required materials as reflected in the Document Checklist, then each document will be processed according to standardized protocol
 - ▶ Flowchart will guarantee how each fully-complete will be processed consistently
- ▶ **Second Phase: Purchasing Guidelines**
 - ▶ Published requirements citing appropriate authorities and relevant regulations
- ▶ **Third Phase: Compliance Education & Enforcement**
 - ▶ Work with Departments to provide training and education to appropriate staff
 - ▶ Identify methods of enforcing compliance with regulations

Conclusion

- ▶ The Customer Service Model is being implemented with the primary goal of reducing overall errors, document rejections, and violations of County policies, as follows:
 - ▶ First, ensure that Purchasing is organized in a way that best meets the customer's needs. This included a personnel reorganization and organizing of staff into teams with dedicated departmental assignments.
 - ▶ Second, undertake a four-part process improvement and business reform effort. This ensures that, prior to changing County Departmental behavior, all internal Purchasing processes are streamlined to meet the customers' needs.
 - ▶ Third, work with departments to increase education and training regarding Purchasing regulations and develop enforcement methods and compliance techniques.

Acknowledgements

- ▶ Purchasing & Surplus Staff
- ▶ GSA Administration & Support Staff
- ▶ County Departments: especially, Counsel, HRD, and CAO
- ▶ Board of Supervisors
- ▶ Finally, Congratulations to Lori Looney!

Requests

1. Receive this presentation and provide comments to staff
2. Appoint the General Services Agency Director to serve as the Purchasing Agent *ex-officio*, effective August 18, 2018