TEAM CAPSTRONG

Vendor Review and Service Ranking Website

Team CapStrong
Cohort 5 - 2015
Vendor Review and Service Ranking Website

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Background

👉 Capstone Project Introduction

👉 Procurement and Supplier Selection Process

Background

👉 Challenges encountered during the supplier selection process

- Cost Efficiency

- Timely

- Dependable

- Accurate

- Customer Service

Background

👉 Sharing Agency Experiences

👉 Development of Internally Maintained Website in the myOhio.gov Portal

Procurement Survey

☞ Procurement Survey Development

- Pool of participants determination

- Development of questions

  - Use of on-line technology in State Procurement Officers and Chief Fiscal Officers personal lives

  - Preference of rating method

  - Utilization of on-line technology in daily operations and job duties

Procurement Survey

👉 Trending of on-line surveys

- 60% of participants utilize on-line surveys in their personal lives

- Of that 60%, across the board participants posted reviews regardless of poor, expected or high performance of the product/services purchases

- Dispelled concern that only poor reviews were only type posted

👉 Rating Method

- 5 star rating

Procurement Survey

☞ Utilization within procurement office's daily operating functions

- Majority of participants would post rankings and reviews when they had time

- Majority of participants responded that a rankings and reviews site would be useful to perform assigned work

- Majority of participants would review other State Procurement Officers rankings and review most of the time
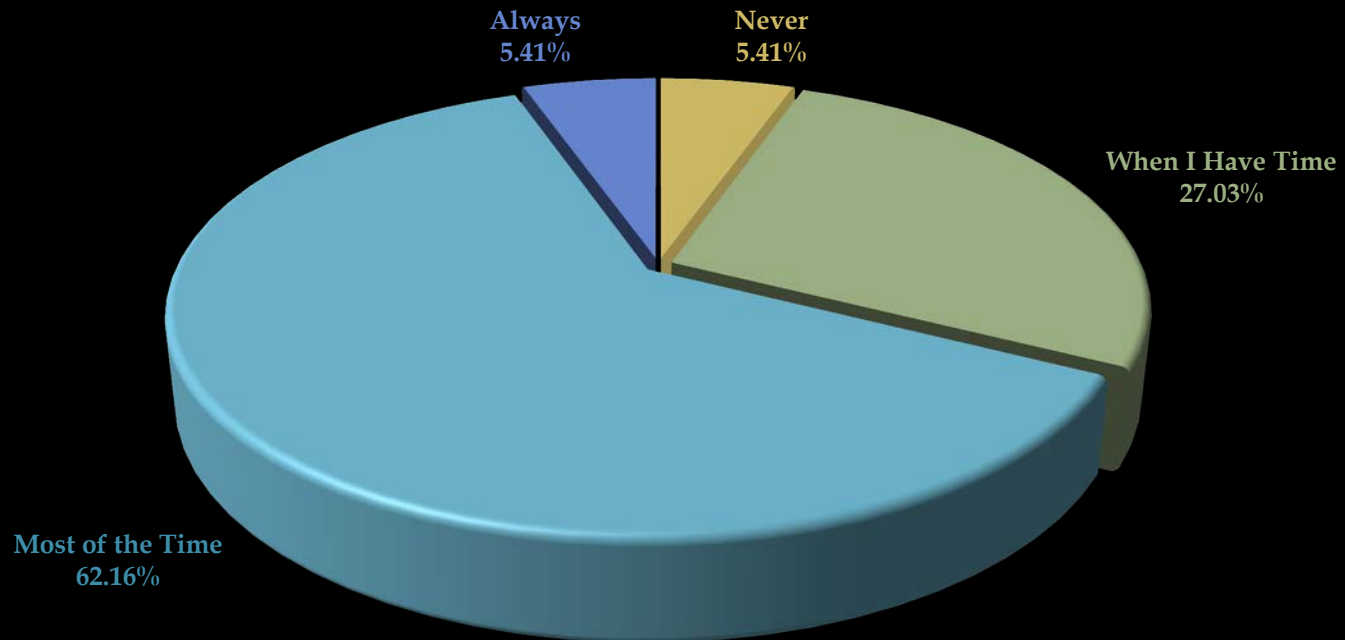
State of Ohio

👉 Ohio Department of Transportation
- Purchasing and contracting authority
- Threshold Expenditure Tracking
  - 50K
  - 48K
  - 2,500 to 25K
- Vendor performance tracking and updates
  - Outlook
  - Ion Wave

State of Ohio

👉 Department of Administrative Services

- Vendor Performance Survey
  - FY2014: 0 filed
  - FY2015: 2 filed
  - Documents positive/negative vendor experiences resolved at the Agency level
- Complaint to Vendor
  - FY2014: 79 filed
  - FY2015: 104 filed
  - 16 category matrix vendor occurrences
  - Formal investigation to reach resolution

State of Ohio

👉 Department of Administrative Services

- ODOT, OIT and DAS working together
- OAKS Enterprise eProcurement Workstreams system for creation of an OAKS Contract Module
- Ease, collaboration and consistent contract methods and contractual spending transparency

👉 Vendor Performance

- Will be a component of the OAKS Contract Module

State of Ohio

☞ Ohio Shared Service Vendor Maintenance

- Vendor Table
  - 224,000 vendors contained within the vendor table
  - 60,000 vendors have an active status
  - Requirements and Configuration Management Team provides technical support

State of Ohio

👉 OAKS FIN 9.2 Software Upgrade

- September 8, 2015
- OSS Supplier Operations name change
- Supplier Rating menu with 4 star rating method

Legal Research

☞ Creation of Public Records
- Any media format
- Documents the function of an office
- Public unless specifically exempt in O.R.C.

☞ Management of the Database
- Ownership of the records
- Records retention schedule
- Vendor contracts

Benchmarking with Other States

👉 None of the States researched publish vendor reviews for Procurement Officers

👉 Each vendor review tool is considered a public record

- Corrective Action Plan, Massachusetts
- Survey Monkey, Tennessee

👉 Commonwealth of Virginia

- Procurement Complaint Form
- Establish collaborative approach to procurement

State of Ohio

☞ OSS Invoice Processing

- Invoices returned for corrections
  - 6 months of data
  - Almost 3,000 invoices
  - Over 55% single issue
- Major Issues
  - Remit to Address
  - PO number

Summary

👉 Reduce costs to the State of Ohio by utilizing the best vendors

👉 Create a tool allowing procurement agents to evaluate vendors and easily access those reviews

👉 Completed Survey for Validity of tool

👉 Researched Current State of Ohio Processes, Legal concerns, OSS issues

👉 Determine ownership of the website and the reviews

👉 Benchmarking with other States

Recommendations

☞ Areas of Concern

- Controlling Subjectivity
- Creation of Public Record & Legal Liability
- Interference in the Competitive Bid Process
- Ownership of tool and reviews

☞ Moving Forward

- DAS/ODOT system creation
- Enhancing OAKS functionality
- Policies, rules, guidelines & training
- Costs of creation & maintaining website outweigh cost savings

Thank You!