

Procurement Transformation

WORKING TOGETHER TO IMPROVE PROCUREMENT IN NORTH CAROLINA

Message from the Project Manager

As we approach our 2012 deadlines, I am pleased to say that the committees have made significant progress in development of the North Carolina Procurement manual, the Contract Administration and Monitoring Guide, new job descriptions for Contract Management Specialist positions, modernization and upgrade of current procurement position descriptions, development of training for procurement professionals and a recommendation for a procurement certification program. The pace is hectic, yet exciting.

Multiple reviews of both manuals, and draft job descriptions are being conducted by committee members and other individuals across the state. Each committee is meeting regularly to finalize assignments and prepare recommendations that will be presented to the next level of management and eventually to legislators for approval, as appropriate.

Various locations have been reserved throughout the state for training sessions. The first training sessions for the Pro-

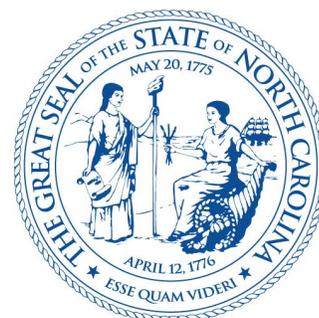
curement Manual and the Contract Administration/Monitoring Guide are scheduled to be conducted in Raleigh NC, in January, 2013.

Much has been done, and we have more to do. Our continued thanks to all who have worked diligently and consistently to ensure we meet the deadlines and provide quality products.

More details of the status of each committee follow:

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What? Change?!?!?!?

By Drew Harbinson

As we continue to work toward the goal of transforming the State's procurement system, one can't help but think about the events that took place this week. An election is an exercise that often brings about dramatic change for state employees and for the departments we work for. Webster defines the noun, change, as "an event that occurs when something passes from one state or phase to another", and as a verb

to "alter, modify, switch, or shift from one position to another".

As we experience significant change, there's a risk in becoming jaded towards change itself. It's natural to feel there is a limit to the amount one can handle. Or, we feel it's moving too fast, too slow, or not at all, and so, we resist any change, becoming entrenched in the way we've always done things.

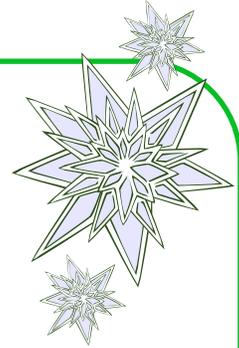
For those of you who have been a part of the

Change Agent effort from the beginning, you may have wondered if there was any progress being made. Your efforts have not been in vain. As you heard at the recent Change Agent Meeting, the Committees working on the manuals, training, and job descriptions have made tremendous progress, using much of what many of you helped author.

In the coming weeks, we will be meeting with the Legislative group, the Tier 1 Management group, and the Steering

Committee to update and to solicit support and commitment. We'll meet again in December to report the results of those meetings and for the Committees to bring their recommendations back before our group.

As we pass from one phase to another in the procurement transformation process, we appreciate your embracing the role as Change Agents. Our goal is to make meaningful changes to improve the procurement system that has served the State well.



Committee Reports

Purchasing Manual/Contract Administration and Monitoring Guide Committee

By **Clarence Rogers**

After many months, the hard work of all members of the Committee, has paid off. There has been significant progress toward completing the Purchasing Manual and the Contract Admin-

istration and Monitoring Guide.

The review and edits of the Contract Administration Monitoring Guide has been completed .

The Committee has committed to a deadline for having all edits/changes

for the Procurement Manual finalized by December 10, 2012.

Manuals will be available on line in 2013



Job Description and Career Path Update

By **John Robinson**

The Job Description and Career Path team has completed the initial task associated with creation of the Contract Management Specialist role and career path. The team comprised of Don Nattress, Karl Sanders, Allison Tart, Jocelyn Thornton, Melinda Williams, David Womble and John Robinson have met over the past couple months researching through private and public sector sources the best practices associated with the contract management specialist role. The team analyzed current processes and took into account contracting best practices in deter-

mining the roles and responsibilities for this new classification.

The information has been given to our Co-Chair, Don Nattress, Office of State Personnel, to move towards temporary grade levels for each level. The current format calls for three levels, Contract Specialist I, II and III. We believe this will provide a very workable solution enhancing the current contract management process and providing valuable oversight ensuring best value in the contracting process.

The next task entails reviewing, modernizing and updating the Pro-

urement Specialist roles. The same methodology will take place whereas the team will research both public and private sector sources in determining best practices and how best to achieve them through the procurement professional's career growth.

Should you have any suggestions, please feel free to pass them along to any of our team members.

We look forward to reporting on the status of the Procurement Specialist roles at our next Change Agent Meeting.





Training Program Committee Update

By Angie Dunaway

The training workgroup's goal is to create a career development and training path which will allow procurement personnel the opportunity to obtain the knowledge and skills necessary to become more effective public procurement professionals.

The comprehensive procurement training program includes a dual approach:

1) training developed and provided by

the Division of Purchase and Contract specific to the State of North Carolina procurement requirements, and

2) training opportunities offered by vendors such as the National Institute of Governmental Purchasing (NIGP).

Phase I of the new training program will begin in January 2013 with the Division of Purchase and Contract offering a NEW course in Contract Administration and Monitoring. Additionally, begin-

ning in January the Division of Purchase and Contract will offer training on the NEW Procurement Manual .

Phase II of the proposed training program consists of best practice classes offered by vendor(s).

Phase III of the proposed training program, plans to offer a blended training approach, utilizing traditional face-to-face classroom courses as well as

online delivery of learning. The intent of the new training approach is to broaden both the scope and frequency of statewide training, offer online modules which facilitate learning without requiring travel, and work toward providing procurement personnel the opportunity to obtain national certification.

NC E-Procurement Update

By Laura Haakerson

Last month, NC E-Procurement processed its four millionth purchase order! The NC E-Procurement team is continually monitoring and adjusting to optimize the NC E-Procurement system and make the process simpler for you. Since July, the team has made changes that improved overall system performance, made requisition creation and editing easier, and purchase

orders more straight forward.

Archive NC E-Procurement became 'view-only' for all users at the end of September. Users can still log in to see requisitions and purchase orders created before July 2012 in this archive system.

The NC E-Procurement team is also making a change in the way that contract vendors submit their catalog data. In November, contract vendors will begin transitioning to the use of Ariba Buyer to submit catalog changes or post new cata-

logs instead of the Aravo tool. This means that the vendor catalog review and approval processes will be conducted entirely in Ariba Buyer, which is the core software that makes up the NC E-Procurement system. This change should simplify the catalogue submission process for vendors, and users should not notice any difference in how the catalogues are displayed.

The NC E-Procurement team wants to know what you think about the new NC E-Procurement. A brief web-based User Survey was recently sent to all users. Thank you to

those of you who responded to the survey with your perspective on the upgrade and the new system.

Training materials will continue to be available on the training page of the NC E-Procurement website, including the job aids, online training modules and recorded webinars. Questions and comments can be directed to the NC E-Procurement Help Desk at 888-211-7440, option 1 or ephelpdesk@its.nc.gov.



Moses Carey Jr., Secretary Anne Bander, Chief Operating Officer
 Speros Fleggas, Senior Deputy Secretary
 Sam Byassee, State Procurement Officer
 Jocelyn Thornton, Project Manager

Committee Chairs

Drew Harbinson, Change Agents Group
 Angie Dunaway, Training and Certification Program
 John Robinson, Job Descriptions and Career Path
 Clarence Rogers, Procurement Manual and Contract Administration Guide

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For information or to submit suggestions or content, contact Jocelyn Thornton at 919-807-4555 .