

PRESENTED BY **NC DOA**
Department of Administration
Purchase & Contract

A D.A.E in IT Procurement (Dashboard, Automation & Enhancements)

2025 **PEAK** BREAKOUT SESSION

ELEVATING NC PROCUREMENT TOGETHER



A D.A.E in IT Procurement

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A D.A.E in IT Procurement

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Learning Goals



A look into the IT Procurement Review and Oversight Process



The IT Procurement Dashboard



Current automation within Ariba



Upcoming automation and AI enhancements



Tips to keeping your procurements in the green

A Look Into the IT Procurement Review and Oversight Process



The 10-Step Procurement Process

NCDIT IT Procurement Process (enabled in Ariba Sourcing)



The 10-Step Procurement Process



Creating Oversight and Consistency

A typical IT procurement receives the following value-added reviews:

- Enterprise Project Management Office (EPMO)
- Enterprise Security & Risk Management Office (ESRMO)
- Office of Privacy and Data Protection
- Enterprise Architecture Division
- Enterprise Operations Division
- Identity and Access Management Operations
- Statewide DOJ Legal
- Office of the State Budget and Management



Value-Added Reviews – Why?

Hyland Software: More Responsive Updates and Website Requests

Medicare Data Breach Impacts Almost 1 Million Subscribers

UNLOCKING GOVERNMENT SAVINGS BY OPTIMIZING PROCUREMENT

Thanksgiving hack on North Carolina city caused leak of employee data

10 Steps to Optimize Your IT Procurement Process

Contractors Indicted for \$7 Million Procurement Fraud Scheme

\$13 Trillion – The Global Value Of Public Procurement



10 Step Process – Incorporated Reviews

IT Procurement Process

1. EPMO Approval
2. Planning Meeting (Optional)
3. Agency CIO Approval
4. Concurrent Reviews/ Final Document
5. Publish the Solicitation
6. Evaluate the Solicitation/ Award
7. Review Award
8. Negotiation if needed
9. Final review of Contract
10. Submit executed Contract

DIT Reviews

- EPMO
- ESRMO
- Privacy
- Architecture
- Identity Management
- DOJ Legal
- OSBM



Eliminate Waste in the Process



The IT Procurement Dashboard

NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

Project Details

Clear all slicers

Status	Total
On Schedule	71
At Risk	19
Past Target	29
No Target	1
Total	120

Project Name Search:

Project ID Search:

Organization:

Solicitation Vehicle:

Owner:

Active

Project ID	Project Name	Organization	Solicitation Vehicle		Step 01 Target Completion Date for Approval of IT Procurement Intake Form	Step 03 Target Completion Date for Agency Approval of Draft Solicitation Document	Step 04 Target Completion Date for NCDIT Approval of Solicitation Document and Sourcing Event	Step 05 Target Completion Date for Open Vendor Responses to Sourcing Event After Response Submission Deadline	Step 06 Target Completion Date for Agency Evaluation of Vendor Responses	Step 07 Target Completion Date for NCDIT Initial Review of Draft Award Recommendation and Leading Vendor Proposal(s)	Step 08 Target Completion Date for Receiving Vendor Response to Request for BAFO	Step 09 Target Completion Date for SITP Approval of Final Award Recommendation	Step 10 Target Completion Date for Agency Execution of Contract
WS131	[REDACTED]	Health	IT: RFP	Target	10/23/2024	10/30/2024	12/17/2024	2/11/2025	4/8/2025	6/3/2025	7/8/2025	7/29/2025	8/5/2025
				Actual	10/18/2024	10/24/2024							
WS130	[REDACTED]	[REDACTED]	IT: RFP	Target	10/18/2024	10/25/2024	12/12/2024	2/6/2025	4/3/2025	5/29/2025	7/3/2025	7/24/2025	7/31/2025
				Actual	10/22/2024	10/22/2024	10/29/2024						
WS130	[REDACTED]	[REDACTED]	IT: IFB	Target	10/17/2024	10/24/2024	11/28/2024	12/26/2024	1/16/2025	2/20/2025	3/13/2025	4/3/2025	4/10/2025
				Actual	10/11/2024	10/14/2024	10/23/2024						
WS129	[REDACTED]	[REDACTED]	IT: RFQ	Target	10/11/2024	10/18/2024	12/13/2024	1/3/2025	1/24/2025	2/21/2025	3/14/2025	3/28/2025	4/4/2025
				Actual	10/9/2024	10/4/2024							
WS129	[REDACTED]	[REDACTED]	IT: RFQ	Target	10/9/2024	10/16/2024	12/11/2024	1/1/2025	1/22/2025	2/19/2025	3/12/2025	3/26/2025	4/2/2025
				Actual	10/10/2024	10/11/2024							
WS129	[REDACTED]	[REDACTED]	IT: RFP	Target	10/8/2024	10/15/2024	12/2/2024	1/27/2025	3/24/2025	5/19/2025	6/23/2025	7/14/2025	7/21/2025
				Actual	10/1/2024	10/14/2024	10/26/2024						

Green Shading indicates that the Actual Completion Date was on or before Target Completion Date

Orange Shading indicates that the Actual Completion Date is after the Target Completion Date

Yellow Shading indicates that no Actual Completion Date is available and/or the Target Completion Date is within 5 working days from the current date

Red Shading indicates that no Actual Completion Date is available and the Target Completion Date is before the current Date

No Color Shading indicates that no Actual Completion Date is available and the Target Completion Date is more than 5 Working Days from the Current Date or there is no Target Completion Date



The Dashboard

Project ID	Project Name	Organization	Solicitation Vehicle		Step 01 Target Completion Date for Approval of IT Procurement Intake Form	Step 03 Target Completion Date for Agency Approval of Draft Solicitation Document	Step 04 Target Completion Date for NCDIT Approval of Solicitation Document and Sourcing Event	Step 05 Target Completion Date for Open Vendor Responses to Sourcing Event After Response Submission Deadline	Step 06 Target Completion Date for Agency Evaluation of Vendor Responses	Step 07 Target Completion Date for NCDIT Initial Review of Draft Award Recommendation and Leading Vendor Proposal(s)	Step 08 Target Completion Date for Receiving Vendor Response to Request for BAFO	Step 09 Target Completion Date for SITP Approval of Final Award Recommendation	Step 10 Target Completion Date for Agency Execution of Contract
WS1315	██████████ Software	DHHS-NC Health & Human Services	IT: RFP	Target	10/23/2024	10/30/2024	12/17/2024	2/11/2025	4/8/2025	6/3/2025	7/8/2025	7/29/2025	8/5/2025
				Actual	10/18/2024	10/24/2024							

- Target Dates
 - Automation in Step/Phase 1
 - How to Change Dates
- Actual Dates
- Color Codes
 - Green
 - Red
 - Yellow
 - Orange



The Dashboard (Example date is 10/30/2024)

1

Target	10/23/2024	10/30/2024	12/17/2024
Actual	10/18/2024	10/24/2024	

2

Target	10/25/2024	11/1/2024
Actual	10/18/2024	

3

Target	10/15/2024	10/22/2024
Actual	10/28/2024	

DIT Statewide IT Procurement Tracking and Intervention

Project Name Search	Organization	Owner
All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>
Project ID Search	Solicitation Vehicle	
All <input type="checkbox"/>	Multiple selections <input type="checkbox"/>	<input type="button" value="Active"/> <input type="button" value="Completed"/> <input type="button" value="On Hold"/>

Search Features!



The Dashboard Data by Agency

Percentage of ON Time IT Procurements by Agency				
Agency	Total	On Schedule	Past Target	% On Time
Office of State Auditor	2	2	0	100.0%
Department of Commerce	2	2		100.0%
Department of Adult Correction	10	10		100.0%
DIT Purchasing	10	10		100.0%
Statewide IT Procurement	3	3		100.0%
Department of State Treasurer	3	3		100.0%
Dept of Ag	5	5	0	100.0%
Department of Public Instruction	9	8	1	88.9%
Community College System Office	5	4	1	80.0%
State Average	122	94	28	77.0%
Department of Justice	4	3	1	75.0%
DHS	40	29	11	72.5%
DOA - Purchasing	3	2	1	66.7%
DNCR	8	5	3	62.5%
Department of Environmental Quality	2	1	1	50.0%
Department of Revenue	4	2	2	50.0%
Department of Public Safety	6	3	3	50.0%
DEOWildlife Resources Commission	4	2	2	50.0%
Division of Statewide Procurement	2	0	2	0.0%



The Dashboard Data by Agency

(You can only see your data)

12 Agencies @ 100%

90.37% Average

Organization (grouped)	On Schedule	Past Target	% On Time
Total	122	13	90.37%
AGR-Department of Agriculture	8	0	100.00%
Auditor-Office of The State Auditor	2	0	100.00%
COM-Department of Commerce	3	0	100.00%
DEQ-Department of Environmental Quality	2	0	100.00%
DEQ-NC Wildlife Resources Commission	3	0	100.00%
Division of Central Administration	6	0	100.00%
DNCR-Department of Natural and Cultural Resources	7	0	100.00%
DOA-DOA Purchasing	3	0	100.00%
DOJ-Department of Justice	2	0	100.00%
DWS-Division of Workforce Solutions	1	0	100.00%
Statewide IT Procurement	2	0	100.00%
TRE-Department of State Treasurer	1	0	100.00%
DHHS	33	1	97.06%
DPI-Department of Public Instruction	9	1	90.00%
DPS-Department of Public Safety	7	1	87.50%
DAC-Department of Adult Correction	8	2	80.00%
CCS-NC Community College System Office	11	3	78.57%
DIT Purchasing	12	4	75.00%
DOR-Department of Revenue	2	1	66.67%



Validate the Data

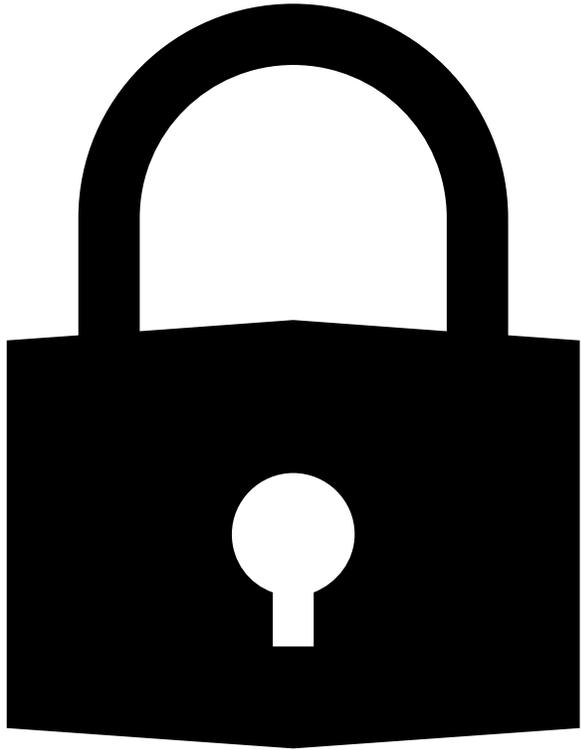
Project ID	Project Name	Organization	Solicitation Vehicle		Step 01 Target Completion Date for Approval of IT Procurement Intake Form	Step 03 Target Completion Date for Agency Approval of Draft Solicitation Document	Step 04 Target Completion Date for NCDIT Approval of Solicitation Document and Sourcing Event	Step 05 Target Completion Date for Open Vendor Responses to Sourcing Event After Response Submission Deadline	Step 06 Target Completion Date for Agency Evaluation of Vendor Responses	Step 07 Target Completion Date for NCDIT Initial Review of Draft Award Recommendation and Leading Vendor Proposal(s)	Step 08 Target Completion Date for Receiving Vendor Response to Request for BAFO	Step 09 Target Completion Date for SITP Approval of Final Award Recommendation	Step 10 Target Completion Date for Agency Execution of Contract
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				Actual	10/18/2024	10/24/2024							

The initial problem – data not accurate since actual date did not always equate to reality.

The solution – utilize automations to provide accurate data.

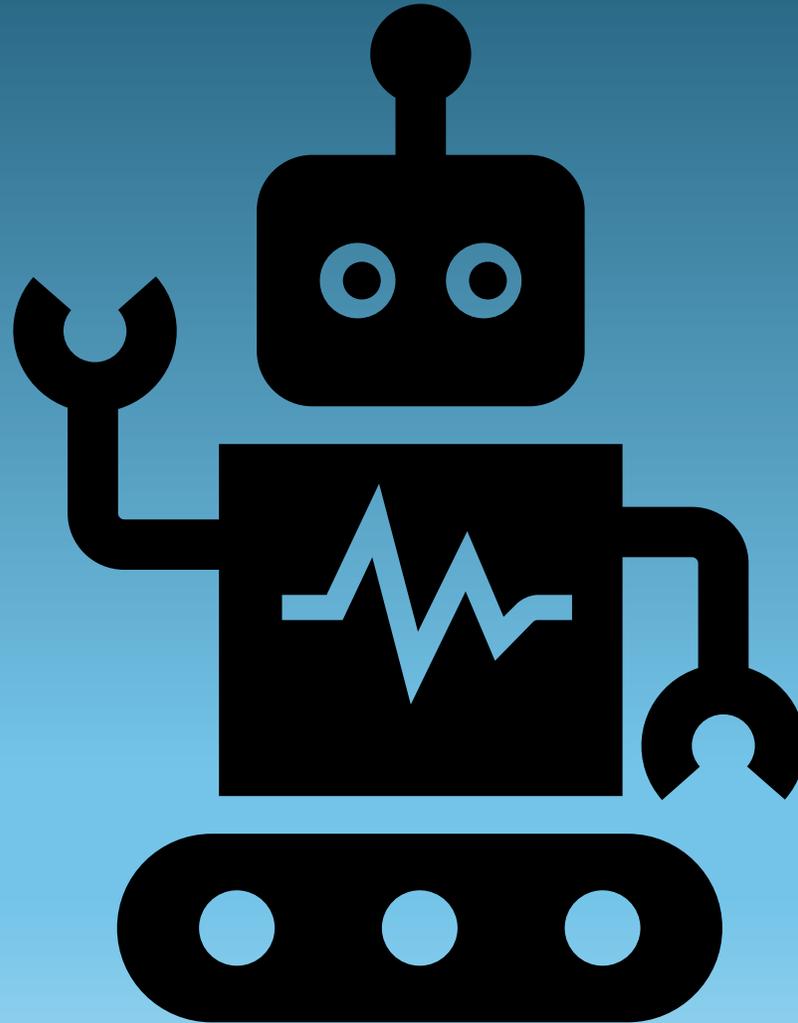


Obtaining Dashboard Access



Swarnam X Anand
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Automations and Enhancements



Automations

Phase 1

1. Upload procurement requests into SharePoint
2. Add record to master contract log
3. Exception intake process
4. Create target dates for each procurement

Phase 2 – Accelerators/Data Improvement

Examples –

1. Open/Close of key phases
2. Creation of approval documents
3. Email sent to at risk Procurements



Automation Phase 2 Focus on Accelerators

Ref. #	IA ID – Use Case Name	Proposed Solution / Value Statement
1	IA.DIT.0004 – Phase 1 Workflow Accelerator	The automation updates the Master Sourcing Project Tracker by verifying and marking subtask statuses in Phase 01, and upon their completion, progresses Phase 01 to "Complete" and Phase 03 to "Started" in Ariba.
2	IA.DIT.0005 – Phase 3 Workflow Accelerator	The automation confirms Phase 01 and Phase 02 statuses. If confirmed, it checks the completion of Phase 03 subtasks and closes Phase 03. Finally, it marks Phase 04 as "Started" and assigns a contract specialist.
3	IA.DIT.0006 – Phase 4 Workflow Accelerator	The automation verifies if Phase 04, subtask 03 is marked as "Complete." If so, it updates Phase 04 to "Complete" and marks Phase 05 as "Started."
4	IA.DIT.0007 – Phase 8 Workflow Accelerator	Automation checks that Phase 07/08 approval process is completed, starts drafts Purchase Transaction Approval (PTA) to Award, notifies SITP, and kicks off Phase 9.
5	IA.DIT.0008 – Phase 9 Workflow Accelerator	Automation monitors approval/completion of Phase 08, drafting the Approval to Execute Award template, and send template to Contract Specialist.
6	IA.DIT.0009 – Phase 5 Workflow Accelerator	The automation monitors the ' <u>closeDate</u> ' within the Solicitation Document and Sourcing Event folder. Once the close date has passed, it marks Phase 05 as "Started" and closes the subtask "Open Vendor Responses to Sourcing Event after Response Submission Deadline."
7	IA.DIT.0010 – Phase 6-7 Workflow Accelerator	The automation monitors subtasks for Phases 6 and 7, downloads Phase 7 documents, and marks both phases as "Complete."
8	IA.DIT.0011 – IT Sourcing Dashboard Target Date Request	Automation to send confirmed target dates with Agencies and update PGT Excel file that feeds the IT Sourcing Dashboard.
9	IA.DIT.0012 – IT Sourcing Dashboard Notifications	Automation to send dashboard notifications of active IT Sourcing Projects to impacted stakeholders to notify them of incomplete, partially completed, and fully completed projects.



Automations

Hello,

The Procurement Guidance Team (PGT) from NCDIT's Statewide IT Procurement Office has reviewed your active IT Sourcing Projects and is requesting your assistance as indicated in the table below. The table below lists the IT Sourcing Projects that require your attention.

Please review and address the requested items in the second table and provide a response to the PGT within 2 business days in the space provided in the far-right column.

If you have any question or need assistance, please contact us at PGT@nc.gov. Thank you in advance for helping streamline the IT procurement process and deliver IT solutions to your customers.

Sourcing Project ID	State Agency	Sourcing Project Name	Type	DIT Contract Specialist	PGT Comments and Request	Sourcing Project Owner Response
WS6-1199212	OSC-Office of the State Controller	Merchant Card Processing Services RFP Project	IT: RFP	[REDACTED]	This Sourcing Project appears to be complete. If this is the case, please confirm in the Sourcing Project Owner Response column that you have gone to the Overview tab, selected 'Edit Overview' under the Actions menu, changed the Project Status from 'Active' to 'Completed', and then selected 'OK'.	

Thank you,
Happy Path @ Automated Solutions

****This email was sent by "Happy Bot" as authorized by the North Carolina Department of Information Technology Statewide IT Procurement Office (NDIT SITPO). Please don't reply to this e-mail. For any RPA support, please contact RPA support team IntelligentAutomationSupport@nc.gov. For any business inquiries please contact PGT@nc.gov, [REDACTED]**



Automations

Thank you,
Happy Path @ Automated Solutions

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Automation and AI – Next Steps

- Incorporate AI technology into automation use (entering test phase)
- One Form – (automation and AI)
 - Procurement strategy
 - Market research
 - Solicitation documents (future enhancement)
- Utilize AI to summarize legal documents (AI)
- (Coming Soon) Utilize AI as an intelligent assistant to help agencies with their procurements

The goal is not to replace procurement professionals but utilize the technology to get better results.

Don't forget to mention the Chatbot!



Tips to Staying Green



Step 1: Identify and Validate Business Need

✓ Submit IT Procurement Intake Form to NCDIT Reviewers for Approval * ▾	Intake Form Folder ▾	[Redacted]	Approved	03/18/2025
✓ Validate Answer to 'Is this an IT Project?' Template Question on Overview tab Matches NCDIT EPMO's Determination * ▾		[Redacted]	Complete	
▶ ⇨ 02 - CONDUCT PLANNING MEETING ▾		Project Owner	Not Started	

Kenneth L. Kirchner ▾ Review

03/11/2025 08:26 AM

Approved - No EPMO - this is not an IT project subject to governance and oversight by EPMO.

Overview **Template Questions**

Questions from the template: NCDIT Sourcing Template (v41/43)

Is this an IT Project as determined by the NCDIT EPMO? To find your agency's assigned NCDIT EPMO Project Management Advisor for help in determining what is an IT Project, go to <https://it.nc.gov/programs/project-portfolio-management/project-management-adviser-assignments>

No ▾

The default number of Sourcing Event envelopes is 1, which is standard for One-Step solicitations. Will this be a Two-Step solicitation (2 envelopes)?

No ▾

Upon EPMO's approval, make sure that your answers to the template questions match EPMO's remarks.



Step 3: Develop Sourcing Event

03 - DEVELOP SOURCING EVENT		Project Owner	Not Started
Upload Draft Solicitation Document and Complete Sourcing Event Rules, Suppliers, and Content Sections *	Solicitation Document and Sourcing Event Folder	Project Owner	Not Started
Submit Draft Solicitation Document for Agency Approval	Solicitation Document and Sourcing Event Folder	Project Owner	Not Started
Solicitation Document and Sourcing Event Folder			
50-2425002 Integrated Library System (ILS) Draft RFP		Project Owner	Draft
50-2425002 Integrated Library System (ILS) RFP IT Sourcing Event			Draft

- The solicitation document must be uploaded, *and* the Sourcing Event must be created within the Documents Tap.
- The first subtask must be marked complete.
- If these steps are not done, you will not be able to begin the approval flow for the CIO.



Step 5: Conducting Sourcing Event

▼ ⇒ 05 - CONDUCT SOURCING EVENT ▼	Project Owner	Not Started
🕒 Publish Sourcing Event ▼	Project Owner	Not Started
🕒 Develop Addendum after Question Submission Deadline ▼	Project Owner	Not Started
🕒 Gain Approval of Addendum ▼	Project Owner	Not Started
🕒 Issue Addendum to Sourcing Event ▼	Project Owner	Not Started
🕒 Open Vendor Responses to Sourcing Event after Response Submission Deadline * ▼	Project Owner	Not Started
🕒 Post Preliminary Bid Tabulation to eVP ▼	Project Owner	Not Started

- Make sure that the “Open Vendor Responses to Sourcing Event after Response Submission Deadline” is marked complete as it is a mandatory task.



Step 6: Evaluate Vendor Responses

▼ ⇒ 06 - EVALUATE VENDOR RESPONSES ▼		Project Owner	Not Started
🕒 Determine Vendor Responsiveness * ▼		Project Owner	Not Started
🕒 Evaluate Vendor Responses ▼	30-25243-DHSR Event Management Software ▼	Project Owner	Not Started
🕒 Seek Clarifications with Vendors as Needed ▼		Project Owner	Not Started
🕒 Receive Vendor Responses to Request for Clarification ▼		Project Owner	Not Started
🕒 Receive Initial ranking from Evaluation Committee ▼		Project Owner	Not Started

Make sure that the “Determine Vendor Responsiveness” is marked complete as it is a mandatory task.



Step 7: Conduct NCDIT Review

▼ ⇒ 07 - CONDUCT NCDIT REVIEW ▼		Project Owner	Not Started
🕒 Submit Standards Exception Request (Hosting) to NCDIT (if applicable) ▼	Standards Exception Folder ▼	Project Owner	Not Started
🕒 Submit Standards Exception Request (NCID) to NCDIT (if applicable) ▼	Standards Exception Folder ▼	Project Owner	Not Started
🕒 Submit Security Exception Request to NCDIT (if applicable) ▼	Security Exception Folder ▼	Project Owner	Not Started
🕒 Submit Draft Award Recommendation and Leading Vendor Proposal(s) to NCDIT for Review * ▼	Award Recommendation Folder ▼	Project Owner	Not Started

This task must be completed. As per NCDIT Procurement procedures, operational review must be completed for draft award recommendations.



Step 10: Execute Contract

	Project Owner	Not Started
▼ ⇒ 10 - EXECUTE CONTRACT ▼	Project Owner	Not Started
🕒 Execute Contract * ▼	Project Owner	Not Started
🕒 Post Award Notification to eVP ▼	Project Owner	Not Started
🕒 Send Executed Copy of Contract to Statewide IT Procurement Office * ▼	Project Owner	Not Started
🕒 Create Contract Workspace for Each Awarded Vendor ▼	Project Owner	Not Started

Must mark “Execute Contract” and “Send Executed Copy of Contract to Statewide IT Procurement Office” complete.



Changing the “Project State”

On Hold

- Use this status when the agency needs to pause or delay processing for a period of time with the intent to resume processing.

Cancelled

- Use this status when the agency no longer wishes to continue with the processing the request.
- All tasks must either be in a “Not Started, Completed, Reviewed or Approved” Status.
- There can be no pending tasks.

Completed

- Update to this status once all steps have been completed.
- All mandatory tasks **must** be in a complete status. If not, the tool will not allow you to change to completed.



Questions

