

THE BUYERS NETWORK

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THE BUYERS NETWORK

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Diane Holley-Brown Retires from Purchasing Division

After more than 30 years of service, Diane Holley-Brown retired from state government, effective October 31, 2018. Holley-Brown served as the Assistant Purchasing Director overseeing the Communication and Technical Services Section. In addition to her duties with the Purchasing Division, Holley-Brown also served as the Director of Communication for the Department of Administration.

"I cannot express in words what an extremely difficult and emotional decision it has been to retire from state government after 33 years," shared Holley-Brown. "My career and the value of public service is such an important, vital part of my life.

"When I came to the Purchasing Division during the state government reorganization in 1990, my background was in public relations; however, I quickly became engaged and interested in learning more about public procurement. I have been blessed with having strong leadership under the direction of Purchasing Director Mike Sheets and his predecessor Dave Tinchler, who have mentored and provided me with great opportunities and challenges to allow me to grow professionally and personally. Additionally, they both allowed me to



On October 31, 2018, Diane Holley-Brown was presented with the Distinguished West Virginian award by Ann Urling, Deputy Chief of Staff for the Governor's Office. Following the award, Holley-Brown was also greeted by agency procurement officers, friends and family during her retirement reception.

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Annual Agency Purchasing Conference Feedback Helpful

Another successful Agency Purchasing Conference has wrapped up. This year's conference was moved to Camp Dawson in Kingwood, West Virginia, after survey feedback showed that many attendees would prefer to stay at the location of the conference, instead of in accommodations off-site.

This three-day training opportunity provided attendees with a closer look at the state purchasing process as well as offered ample time for peer networking.

The conference agenda was expanded this year to include a sixth concurrent workshop, for a total of 66 sessions. New topics included workshops on forms and documentation, Secretary of State requirements, insurance and bonds, Office of Technology requirements, and a session geared toward those individuals who purchase specifically for boards and commissions.

Following the conclusion of each Purchasing Division conference,

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DIRECTOR'S COMMENTS

Conference and Agency Satisfaction Survey Feedback Provides Valuable Insights for Future Event Planning

By Purchasing Director Mike Sheets

Now that another annual conference is in the books, the Purchasing Division is looking forward to the future and how it can best continue to offer valuable programs, services and other opportunities to its state agency partners.

We have gained valuable insight from our state agency partners not just related to these programs, services and offerings, but also in how we can improve the purchasing process, from procedures contained in the *Purchasing Division Procedures Handbook* to suggestions we may offer to the State Legislature.

Among the two ways we have sought feedback recently include an electronic evaluation that was shared with attendees following the 2018 Agency Purchasing Conference and an agency satisfaction survey. The conference evaluation asked for their input on what they liked best about the conference and what we can improve upon. We also

asked for suggestions for future topics, whether one or two conferences is preferred and their overall satisfaction with the organization of the conference, conference location, and workshop content. For results to some of these objectives, see the article on page 1.

The agency satisfaction survey was sent to all agency designated procurement officers in mid-October. The survey included objectives related to our respondents' overall opinion of their customer experience with the Purchasing Division; their level of support for recent legislative and procedural changes; their experiences with the vendor registration program, training offered by the Purchasing Division, and statewide contracts; and more. We also asked for suggestions for process improvements.

As we begin to plan our 2019 procurement training schedule, we will look closely at the evaluation and survey feedback for innovative and transformative suggestions to see what we can incorporate into our offerings and how we can improve our processes to bring the most benefit to our procurement officers. As always, feedback is welcome on a continuing basis. Suggestions for improvements to both our training program and purchasing process can be submitted to Purchasing.Training@wv.gov.

Finally, I would be remiss not to mention my deep gratitude and appreciation for a former employee, Assistant Purchasing Director Diane Holley-Brown, who retired on October 31, 2018, with more than 30 years of service in state government. Her contribution to the Purchasing Division over the years has resulted in an effective means of communication to our state agency partners. We will strive to continue this level of quality communication in her absence and ask for your patience during this transitional period.



Emergency Requests Require Critical Look at Situation

While the procedures for emergency purchases are outlined in the *Purchasing Division Procedures Handbook*, each emergency situation is unique. To better assist agencies with responding to their emergencies, additional information may be required by the Purchasing Director to better assess the situation and understand the scope of the emergency.

“Because emergency purchases represent an extraordinary procurement that bypasses the standard competitive bidding requirements contained in the West Virginia Code, it is critical that the emergency request be clear, thoroughly justified, and limited in scope as much as possible,” explained Purchasing Director Mike Sheets.

When requesting an emergency purchase, agencies should include an explanation of the situation and how it will be resolved (scope of the emergency), the expected cost, and the time required for the emergency to be resolved. The scope provided to the Purchasing Division should also focus solely on the emergency part of a situation. For example, if a pipe bursts in a wall and causes damage, the emergency purchase should only aim to stop the burst pipe. Fixing the wall and water damages should not be considered part of the emergency and can be bid out in accordance with normal purchasing procedures. Similarly, the

emergency repair should not include the replacement of every piece of pipe in the room or building because “any of those other pipes could burst next.”

The Purchasing Division does recognize, however that defining the scope of an emergency may require some level of preventative work. For example, a landslide may require not only the removal of debris from the area around the building, but may also require measures to stabilize the hillside if an additional slide is likely and the building integrity would be at risk.

As the examples illustrate, all emergency requests are evaluated on a case by case basis, and approval or denial is heavily dependent on the relevant facts in each case.

“As soon as possible after the emergency request is approved, the spending unit must send the contract to the Purchasing Division for review, approval, and processing into a formal contract,” added General Counsel Jimmy Meadows. “Having the contract approved and finalized will complete the contract formation process, ensure that the Purchasing Division has a complete record of the emergency purchase, and allow vendors to get paid.”

For more information related to emergency purchases, see the *Purchasing Division Procedures Handbook* or visit www.state.wv.us/admin/purchase/EmergencyProcs1.html.

CONFERENCE

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attendees are invited to provide valuable feedback through an on-line evaluation. Fifty-one percent (51%), or 154 of this year's total 304 attendees, took time to evaluate the 2018 conference, providing feedback regarding this year's conference along with suggestions for next year. The Purchasing Division is pleased to share some of the results.

Conference participants rated various categories as "Excellent" or "Good" on a four-scale survey, ranging from excellent to poor, for the following categories:

- 95% for the conference registration;
- 87% for the organization of the conference; and
- 88% for the variety of classes.

Additionally, 96% found the learning environment engaging, conducive, professional and effective.

The Purchasing Division received many comments praising the new workshop topics added this year as well as suggestions for how to improve existing classes. Other comments showed appreciation for the networking opportunities and ability to learn from their peers.

"I felt the Purchasing staff made a great effort to present topics to us that they feel will help us with our jobs," said one attendee. "I appreciated the approachability of everyone and the genuine interest they took in reaching out to every agency."

Another attendee noted that the Roundtable Discussions workshop allowed for some meaningful conversations that helped procurement officers to see how other agencies handle particular situations.

The Purchasing Division would like to thank all respondents of this survey and will take into consideration all feedback as it begins to plan the 2019 Agency Purchasing Conference.



Procurement Officer of the Year, Excellence in Specification Writing Awards Announced at 2018 Purchasing Conference

The West Virginia Purchasing Division is pleased to recognize Chuck Bowman, who serves as a procurement manager for the Adjutant General's Office, as its *2018 Procurement Officer of the Year*, and the Division of Highways as the winner of the first ever Excellence in Specification Writing award. Purchasing Director Mike Sheets announced the recipients during an award ceremony at the 2018 Agency Purchasing Conference.

"It is both an honor and a privilege to be included in the esteemed group of recipients of the *Procurement Officer of the Year* award," Bowman said. "To be nominated by my co-workers and superiors at the West Virginia National Guard and have my efforts publicly recognized was a very humbling experience. It is a professional mark of distinction that I will strive to meet or exceed throughout my public procurement career."

In its 23rd year, the *Agency Procurement Officer of the Year* award program was created by the Purchasing Division to recognize and honor individuals who have demonstrated high levels of performance and professionalism. Nomination criteria includes tenure, performance, communication, internal training, professional development, cost-saving ideas, cooperation with Purchasing Division and other state agency personnel, creating a positive image for the organization, establishing and following good purchasing practices, and participating in professional purchasing organizations.

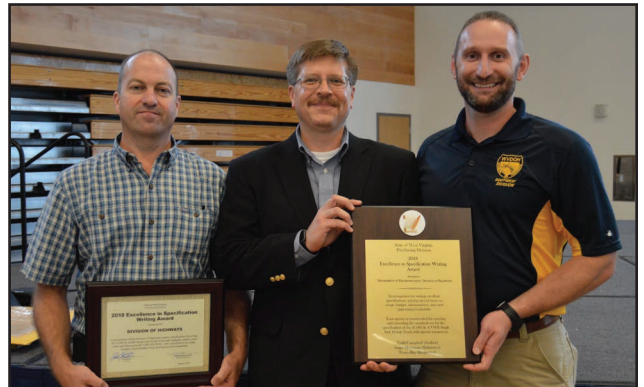
Meanwhile, the Purchasing Division's first ever *Excellence in Specification Writing* award was given to the Division of Highways for specifications written for a single axle dump truck with a hydraulic system, snow plow and VBox spreader. Nomination criteria for this award include specifications that are complete, concise, and competitive; scope; money/pricing; administrative; time; and appearance/readability.

"I would like to thank the Purchasing Division for the award and would also like to thank all that gave us input on the specification," said Todd Campbell of the Division of Highways.

"Thanks to the Purchasing Division for recognizing the time and dedication that went into these specifications," said Travis Ray of the Division of Highways. "It was truly an honor to work with the team



Purchasing Director Mike Sheets presented the Procurement Officer of the Year award (above) and the Excellence in Specification Writing award at the 2018 Agency Purchasing Conference.



at the West Virginia Division of Highways (WVDOH) Equipment Division, the WVDOH Central Office, and the Purchasing Division. This took a total team effort to achieve optimal results."



Purchasing Division Welcomes Vendor Registration Coordinator Back to Her Former Position

The Purchasing Division is pleased to welcome a new but familiar employee in the Communication and Technical Services Section. Gail Montantez is working for the Technical Service Unit as the Vendor Registration Coordinator.

She served in this position for several years before relocating to Florida. The Purchasing Division is happy to have her back in West Virginia and in the division.

In her spare time, Gail enjoys spending time with her three kids, reading, painting, drawing, and traveling both in- and out-of-state.

Welcome back, Gail!

Purchasing Division Participates in 5th Annual Minority Business Expo

The West Virginia Purchasing Division participated in the 5th Annual Minority Business Expo (MBExpo) held October 24, 2018, at the Charleston Civic Center. The event was coordinated by the Herbert Henderson Office of Minority Affairs (HHOMA).

The MBExpo is offered each year to provide an opportunity for minority business owners and entrepreneurs to network and receive free education on how to expand their business. During the event, Vendor Registration Coordinator Gail Montantez and Senior Buyer Crystal Rink maintained an informational booth where attendees could learn how to conduct business with the state of West Virginia.



Technical Services Manager Mark Toten also presented a session focusing on *Small, Women-, and Minority-Owned Businesses Certification* and its benefits nationwide to vendors pursuing government contract opportunities and how it can aid their participation in the competitive bid process. Information included focused on the purchasing process in West Virginia, including how to register with the state and how to view competitive state solicitations in the *West Virginia Purchasing Bulletin*. The resources available at *WVPurchasing.gov* were also discussed.

The Purchasing Division is pleased to participate in this event each year. To learn more about the Herbert Henderson Office of Minority Affairs, visit www.minorityaffairs.wv.gov.

Purchasing Division Works with Attorney General's Office to Update AIA Documents

Effective October 10, 2018, the Purchasing Division updated the American Institute of Architects (AIA) Supplementary Conditions in collaboration with the Attorney General, the West Virginia Contractors Association, state architects, the School Building Authority and other agencies.

These documents are used to supplement the terms and conditions of the AIA documents due to the differences in what is allowed in the private sector compared to state government. The AIA creates new versions of the documents every 10 years, and the new supplementary conditions correspond with, and modify, the most recent 2017 version of the AIA documents. Use of the 2007 AIA supplementary conditions is no longer acceptable.

The modifications made to the AIA form were a collaborative effort to ensure all parties' interests were represented. The newest version of the AIA Supplementary Conditions, titled A201-2017 Supplementary Conditions and B101-2017 Supplementary Conditions and which has been signed by the Attorney General's Office, may be found online at www.state.wv.us/admin/purchase/aia/.

Updated WV-1 & WV-1A Forms Now Online

The Purchasing Division would like to remind procurement officers that the *Vendor Registration & Disclosure Statement* and *Small-, Women-, & Minority-Owned Business Certification* (WV-1 and WV-1A) were updated at the end of September. To ensure the vendor registration process proceeds efficiently, procurement officers are encouraged to use the updated forms.

Updates to the WV-1 and WV-1A forms include:

- Clarification on what banking information is required;
- Requiring a physical address for the ordering address; and,
- Including information fields that are required by *wvOASIS*.

Both versions of the Certification can be found on the Purchasing Division's website at www.state.wv.us/admin/purchase/forms.html.

THE BUYERS NETWORK

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Current Statewide Contract Update

(As of October 17, 2018)

This page includes a listing of current changes made to statewide contracts issued by the Purchasing Division. Information and dates listed in this **Current Statewide Contract Update** are subject to change. All statewide contracts are available online at www.state.wv.us/admin/purchase/swc. For more information, please contact the buyer assigned to statewide contracts.

Contract Extensions

Contract	Vendor	Commodity	Effective Date
SWC*23	HP INC	Computer Equipment	10/01/18 -10/31/18

HOLLEY-BROWN

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take on additional duties in my role as the Department of Administration's Director of Communication, where I have been extremely fortunate to serve under many cabinet secretaries within the department and have met and worked with so many dedicated state employees throughout all of state government."

During her time with the Purchasing Division, some of her biggest accomplishments include the development and expansion of the Purchasing Division's nationally recognized training program, which is now required by state code for designated procurement officers; creation of the Purchasing Division's basic and advanced certification programs and their formal recognition by the Division of Personnel; transitioning to the *wv*OASIS system; coordinating 24 Agency Purchasing Conferences; and helping to enact procedural and legislative changes to make the purchasing process more efficient.

"I consider all the employees within the Purchasing Division as family and care deeply about each and every one," added Holley-Brown. "Throughout the years, I have also made close friendships with agency procurement officers and I have a great amount of respect for the jobs that they perform. Lastly, but certainly most importantly, I will especially miss my staff within the Communication and Technical Services Section who work tirelessly for the good of the Purchasing Division and all of state government. They have made my job so fulfilling."

Holley-Brown earned a bachelor's degree in journalism from Marshall University and a master's degree in organizational communication from West Virginia University. She also earned her Accreditation in Public Relations (APR) from the Universal Accreditation Board and is recognized by the National Institute of Governmental Purchasing (NIGP) as a Certified Professional Public Buyer and a Certified Public Purchasing Officer, which is the highest level of professional certification offered by NIGP.

Holley-Brown was also honored with the Distinguished West Virginian award from the Governor's Office at her retirement reception.

Renewal Contracts

Contract	Vendor	Commodity	Effective Date
FOOD16A	A F Wendling	Food distribution Services	10/01/18 -10/31/18
FOOD16B	US Foods Inc.	Food distribution Services	09/30/18 -09/30/19
PBKCR10A	Hertz	Car Rental	10/19/18 -10/18/19
PBKCR10BB	Enterprise	Car Rental	10/19/18 -10/18/19

FOR MORE INFORMATION

Below is a list of Purchasing Division buyers assigned to specific state agencies.

BUYER	E-MAIL	PHONE
<i>Supervisors</i>		
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Linda Harper	Linda.B.Harper@wv.gov	558-0468
<i>Senior Buyers</i>		
Mark Atkins	Mark.A.Atkins@wv.gov	558-2307
April Battle	April.E.Battle@wv.gov	558-0067
Jessica Chambers	Jessica.S.Chambers@wv.gov	558-0246
Michelle Childers	Michelle.L.Childers@wv.gov	558-2063
Stephanie Gale	Stephanie.L.Gale@wv.gov	558-8801
Brittany Ingraham	Brittany.E.Ingraham@wv.gov	558-2157
Melissa Pettrey	Melissa.K.Pettrey@wv.gov	558-0094
Crystal Rink	Crystal.G.Rink@wv.gov	558-2402
<i>Buyer</i>		
Heather Bundrage	Heather.D.Bundrage@wv.gov	558-2566