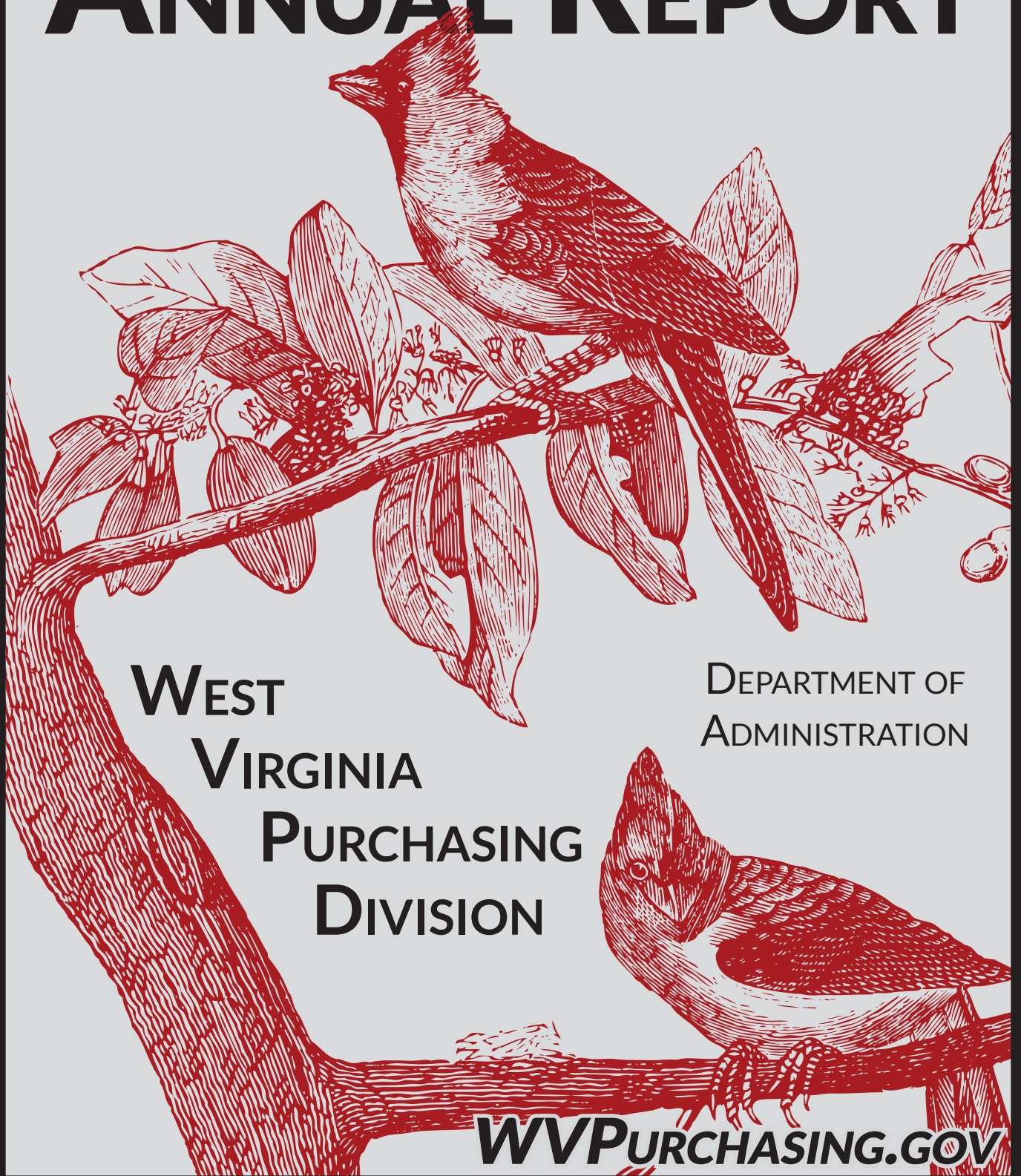


2019 ANNUAL REPORT



**WEST
VIRGINIA
PURCHASING
DIVISION**

DEPARTMENT OF
ADMINISTRATION

WVPURCHASING.GOV

Table of Contents

Message from the Director	1
General Information	2
Contact Information.....	2
Statutory Authority	2
Mission Statement.....	2
Marketing Strategy.....	2
Customer Service Representative	3
Organizational Structure.....	3
Purchasing Division Staff Photograph.....	4
Contact Reference Guide	5
Purchasing Division Highlights	6
Program Accomplishments	15
Acquisitions and Contract Administration Section.....	15
Communication and Technical Services Section.....	20
Program Services Section	33
Legal Office.....	39
Recognizing Excellence	42
Annual Statistical Data	45
Legislative Action	52
Division Goals and Objectives	53

Director's Message



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
CHARLESTON, WEST VIRGINIA 25305-0130

ALLAN MCVEY
CABINET SECRETARY

W. MICHAEL SHEETS
DIRECTOR

June 30, 2019

To the Citizens of West Virginia:

I'm always pleased to share with you the good that our division and all departments, agencies, and spending units under our authority do for the state of West Virginia. Seeing procurements and their savings come to fruition on behalf of our state taxpayer dollars is a gratifying and most rewarding part of this job. We are forever aiming to maintain the most consistent, efficient, and transparent process possible. For that reason, we continually seek feedback from our agencies and work with legislators to identify areas of concern and opportunities for improvement.

This year, we saw changes to the Code of State Rules that streamlined the cooperative contracting process; modified Request for Proposal scoring to allow for best in class solutions and cross comparison of proposals; clarified vendor and reciprocal preference submission requirements; allowed for immediate contract cancellation when an award has been made in error; and more. We solicited and awarded a contract for school bus tires on behalf of county boards of education. We continued to travel statewide as part of our initiative to educate vendors and political subdivisions on the state purchasing process, and we continued to conduct strategic sourcing meetings with our agency partners to plan for upcoming purchases. These are just some of the many efforts that my staff has undertaken this fiscal year to offer a procurement process that is efficient, effective and strives to obtain the best products and services at a cost to the state that is reasonable and competitive.

To that end, we continually seek ways to improve. We work toward bettering our relationships with our agency partners. We look back at where we've been and plan strategically where we would like to be. I am pleased with the direction we have taken in my years as director and am excited to see where our future lies. I truly believe that our state procurement process is a direct result of the input and dedication of all state procurement officers, and I would like to thank them, and my staff, for all that they do on a daily basis. With that said, I am pleased to share with you our Annual Report for Fiscal Year 2019, which showcases just some of our noteworthy achievements of this past year.

Sincerely,

W. Michael Sheets, CPPO, Director
West Virginia Purchasing Division

A handwritten signature in black ink, appearing to read "W. Michael Sheets".

General Information

Contact Information:

Contact information for our staff is available on the West Virginia Purchasing Division's website at *WVPurchasing.gov*. Biographical information for the senior management team, the division's organizational chart and detailed contact information for staff is accessible at the "Contact Us" button on the home page. The address, telephone and fax number for our agency is noted below:

West Virginia Purchasing Division
2019 Washington Street, East
Charleston, WV 25305

Telephone: (304) 558-2306
FAX: (304) 558-4115

WVPurchasing.gov

Statutory Authority:

The Purchasing Division was created and its duties outlined in the W. Va. Code § 5A-3-1 et seq. According to the Code, *"the Purchasing Division was created for the purpose of establishing centralized offices to provide purchasing and travel services to various state agencies."*

The Purchasing Division operates in adherence to W. Va. 148 C.S.R. 1, which serves as a clarification of operative procedures for the purchase of products and services by the division. It applies to all spending units of state government, except those statutorily exempt.

Mission Statement:

Below is the mission of the Purchasing Division, which stresses the valued services provided to our customers by making sound and effective decisions in accordance with state law:

To provide prudent and fair spending practices in procuring quality goods and services at the lowest cost to state taxpayers by maximizing efficiencies and offering guidance to our customers.

Marketing Strategy:

The Purchasing Division communicates with its state agency partners and vendor community regarding its programs and services through a variety of mediums, including the *West Virginia Purchasing Bulletin*, the listing of state government bid opportunities through the *wvOASIS* Vendor Self Service portal; a monthly online newsletter for state procurement officers, *The Buyers Network*; our quarterly West Virginia State Agency for Surplus Property newsletter, *The Property Connection*; email correspondence to our designated state agency purchasing liaisons; various training programs; and our website (*WVPurchasing.gov*) and intranet site (<http://intranet.state.wv.us/admin/purchase>), which is only accessible to state employees. In an effort to provide our customers with the best possible service, the Purchasing Division looks for ways to network effectively with our agency partners.

Customer Service Representative:

The Purchasing Division has a designated customer service representative to serve as the primary contact for all inquiries, suggestions and concerns. Samantha Knapp, Acting Assistant Purchasing Director, serves in this role and may be contacted at (304) 558-7022 or via email at *Samantha.S.Knapp@wv.gov*.

Organizational Structure:

The Purchasing Division is organizationally structured under the West Virginia Department of Administration within the executive branch of state government. In addition to the Purchasing Director's office, the division has three sections: Acquisitions and Contract Administration, Communication and Technical Services, and Program Services. Additionally, the Purchasing Division maintains a legal office to assist with various legal and legislative issues.

Acquisitions and Contract Administration Section

The Acquisitions and Contract Administration Section is responsible for the procurement of products and services for state agencies expected to exceed \$25,000. It is committed to providing excellent customer service to agencies and vendors by buying quality commodities and services at the lowest cost to taxpayers.

The Contract Management Unit within this section assists with the oversight of contracts and the inspection of purchasing documents to ensure compliance with state laws, regulations and procedures. This section strives to provide quality services in the most efficient manner.

Communication and Technical Services Section

The Communication and Technical Services Section is responsible for a variety of services offered to agency purchasers, the vendor community and the general public. It focuses on technology, communication, training, and vendor registration and relations, as well as administrative functions, including records imaging and retention, purchase order encumbrance and bid receipt.

The Communication and Professional Development Unit provides information and training services related to the division and the individual programs which are administered by the Division. Conferences, online resource training modules, in-house workshop sessions, webinars and the West Virginia Procurement Certification Program are offered throughout the year to provide guidance and opportunities to our agency procurement officers.

The Technical Services Unit maintains all technical applications administered by the division as well as oversees our networking services and the division's internet and intranet sites. In addition, this unit oversees the vendor registration and relations program.

The Support Services Unit oversees the administrative functions previously outlined.

Program Services Section

The Program Services Section is responsible for several programs administered by the Purchasing Division. The Travel Management Unit offers guidance to state business travelers and oversees various statewide contracts for travel-related services. This unit communicates with agency travel coordinators on various issues relating to services.

The Fixed Assets Unit maintains the state's inventory of property and ensures the agencies certify their state-owned property on an annual basis.

The Surplus Property Unit manages the state and federal programs for property no longer needed within the respective governments. As part of this program, state property that is not sold to eligible organizations is made available to the public through various mechanisms, including absolute auctions, daily retail sales, online sales and statewide sealed bids.

The Staff of the West Virginia Purchasing Division

The Purchasing Division staff, pictured below in a June 2019 photograph, works closely with our designated agency procurement officers and the many vendors that provide the commodities and services needed to maintain and operate state programs and services. We are always pleased to serve you!



Pictured back row (l-r): Bob Ross, Mark Atkins, Greg Clay, Mark Totten, Guy Nisbet, Mitzie Howard, Shane Hall, and Jessica S. Chambers;

2nd row (l-r): Samantha Knapp, Brittany Ingraham, April Battle, Tara Lyle, Frank Whittaker, Mike Sheets, James Meadows, Debbie Watkins, Amber Koerber, Melissa Skiles, and Alisha Pettit;

Front row (l-r): Terra Oliver, Melissa Pettrey, Courtney Johnson, Jennifer Fields, Elizabeth Perdue, Stephanie Gale, Beverly Toler, Linda Harper, Crystal Hustead, and Jessica Riley.

Missing from photo: Jessica L. Chambers, Lu Anne Cottrill, Dianna Kirk, and Gail Montantez.

Contact Reference Guide

	<u>Telephone No.</u>	<u>Location</u>
Director's Office		
Mike Sheets, Purchasing Director	(304) 558-0492	Main Office
James Meadows, General Counsel	(304) 558-8806	Main Office
Debbie Watkins, Administrative Secretary	(304) 558-3568	Main Office
Acquisitions and Contract Administration Section		
Frank Whittaker, Assistant Director	(304) 558-2316	Main Office
<i>Acquisitions Unit</i>		
Linda Harper, Buyer Supervisor	(304) 558-0468	Main Office
Tara Lyle, Buyer Supervisor	(304) 558-2544	Main Office
Guy Nisbet, Buyer Supervisor	(304) 558-2596	Main Office
Mark Atkins, Senior Buyer	(304) 558-2307	Main Office
April Battle, Senior Buyer	(304) 558-0067	Main Office
Heather Bundrage, Buyer	(304) 558-2566	Main Office
Jessica S. Chambers, Senior Buyer	(304) 558-0246	Main Office
Stephanie Gale, Senior Buyer	(304) 558-8801	Main Office
Brittany Ingraham, Senior Buyer	(304) 558-2157	Main Office
Melissa Pettrey, Senior Buyer	(304) 558-0094	Main Office
Crystal Rink, Senior Buyer	(304) 558-2402	Main Office
<i>Contract Management Unit</i>		
Greg Clay, Contract Manager	(304) 558-5780	Main Office
Shane Hall, Inspector III	(304) 558-8803	Main Office
Melissa Hitt, Inspector I	(304) 558-3488	Main Office
Mitzie Howard, Inspector II	(304) 558-2037	Main Office
Communication and Technical Services Section		
Samantha Knapp, Acting Assistant Director	(304) 558-7022	Main Office
<i>Communication and Professional Development Unit</i>		
Samantha Knapp, Manager	(304) 558-7022	Main Office
Jessica L. Chambers, Public Information Specialist	(304) 558-2315	Main Office
Courtney Johnson, Public Information Specialist	(304) 558-4213	Main Office
<i>Technical Services Unit</i>		
Mark Totten, Manager	(304) 558-7839	Main Office
Alisha Pettit, Programmer	(304) 558-0247	Main Office
Gail Montantez, Vendor Registration Coordinator	(304) 558-2311	Main Office
Lu Anne Cottrill, Quality Control and Transparency Specialist	(304) 558-3486	Main Office
<i>Support Services</i>		
Beverly Toler, Supervisor	(304) 558-2336	Main Office
Program Services Section		
Elizabeth Perdue, Assistant Director	(304) 766-2626	Dunbar
<i>Fixed Assets Management Unit</i>		
Sherry Fewell, Fixed Assets Coordinator	(304) 356-2424	Dunbar
<i>Surplus Property Unit</i>		
Elizabeth Perdue, Manager	(304) 766-2626	Dunbar
Doug Elkins, Assistant Manager	(304) 356-2428	Dunbar
<i>Travel Management Unit</i>	(304) 766-2626	Dunbar

Purchasing Division Highlights

Long-Time Assistant Director Holley-Brown Retires

Diane Holley-Brown retired from state government in October 2018 after serving more than 30 years. Holley-Brown was an Assistant Director for the Purchasing Division, where she oversaw the Communication and Technical Services Section. She also served as Director of Communication for the Department of Administration.

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



Diane Holley-Brown, a Purchasing Division employee for more than 30 years, retired from state government. Holley-Brown served as the Assistant Purchasing Director of the Communication and Technical Services Section.

Holley-Brown realized many accomplishments during her tenure with the Purchasing Division. These included creating the basic and advanced certification program; transitioning to *wv*OASIS; helping to enact procedural and legislative changes that made the procurement process easier; and coordinating more than 20 Agency Purchasing Conferences.

Purchasing Division Promulgates New Rules as Part of 2019 Legislative Session

During the 2019 Legislative Session, the Purchasing Division was tasked with promulgating Rules, a result of the passage of Senate Bill 283 the previous year. The new Rules, which went into effect April 1, 2019, were revised to ensure consistency with the law and purchasing practices.

The following were among the changes:

- A new provision regarding contract cancellation allows agencies to immediately cancel a contract if the award was made in error and can be proven or confirmed.
- The Purchasing Division may suspend a vendor after the first occurrence, and a “pattern of performance” is no longer required.
- Language clarified that any party related to a debarred vendor may also be debarred if that entity fails to fully provide information requested by the Purchasing Director.
- Sole source verbiage was changed to “direct award.”
- Language was modified to require vendors to pay the vendor registration fee if those vendors also receive a contract unrelated to a direct award.

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Office of West Virginia
Secretary Of State

- RFP scoring language was modified to allow for best in class and cross comparison.
- The Rule was modified to significantly streamline the cooperative contracting process by allowing agencies to document only that the cooperative contract is valid, was properly awarded, financially advantageous and comparable to what they could obtain through competitive bidding.

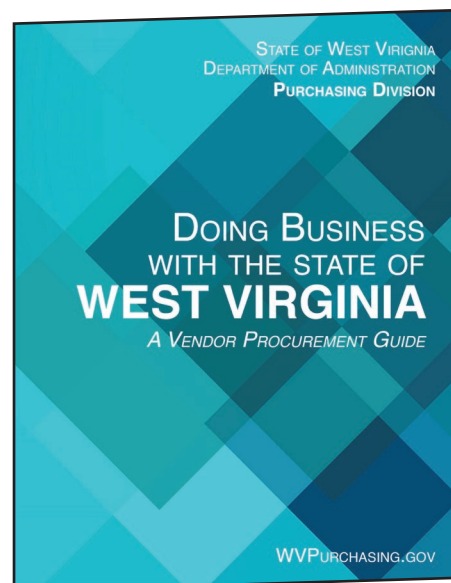
To view a copy of these revised Rules, visit www.state.wv.us/admin/purchase/rule_148-01_040119.pdf.

Division Publishes New Doing Business with the State of West Virginia Vendor Procurement Guide

The Purchasing Division published a revised vendor procurement guide during Fiscal Year 2019. The guide, titled *Doing Business with the State of West Virginia: A Vendor Procurement Guide*, provides information to vendors wishing to conduct business with the state, specifically through the competitive bid process.

Topics included in the publication include:

- What the state buys;
- How vendors can market their products and services to the state;
- How the state buys;
- How vendors can register with the Purchasing Division;
- How the bid process works;
- How an award is made;
- How products are inspected and processed for payment;
- What remedies are available to vendors and to the state;
- And frequently asked questions.



The revised vendor procurement guide results from the changes that occurred with the passage of Senate Bill 283 during the 2018 Legislative Session and the additional Rule and procedural changes that followed. The Purchasing Division continually strives to offer the most updated information to its vendor community, and the vendor procurement guide serves as a valuable tool to those individuals.

Additional information is included in the appendices of the *Vendor Procurement Guide*, such as information on the Purchasing Division staff, purchasing forms, Vendor Code of Conduct, Agency Procurement Officer Listing, statewide contracts and commonly used terms, abbreviations, and acronyms.

A direct link to this guide can be found at www.state.wv.us/admin/purchase/vrc/VPG.

NPI, NASPO Recognizes Purchasing Division for Procurement Processes, Procedures, and Programs

Each year, the Purchasing Division seeks national recognition for its processes, procedures, and programs. Fiscal Year 2019 was no exception. For the sixth consecutive year, the Purchasing Division was awarded

the prestigious 23rd Annual Achievement of Excellence in Procurement® (AEP) for 2018 from the National Procurement Institute, Inc. (NPI).

The AEP award, which is the national program used to benchmark organizational excellence in procurement, is earned by public and nonprofit organizations that obtain a high application score based on standardized criteria designed to measure best procurement practices. The AEP is awarded annually to recognize innovation, professionalism, e-Procurement, productivity and leadership in the procurement function and encourages the development of excellence as well as continued organizational improvement. The Purchasing Division was the only governmental agency in West Virginia and one of only eight state agencies in the United States and Canada to receive this award.



In addition to the AEP award, the National Association of State Procurement Officials (NASPO) recognized one of West Virginia’s state procurement programs with an honorable mention as part of its 2018 George Cronin Awards for Procurement Excellence. The state’s submission on “Incorporating Professional Continuing Education Credits into Training Offerings” focused on continuing professional education credits to Certified Public Accountants and continuing legal education credits to attorneys employed by state government.

The Cronin submission by the Purchasing Division highlighted the innovation, transferability, service improvement, and cost reduction of the offering of credits. West Virginia’s entry was added to the NASPO website to showcase the state’s work.

The George Cronin Awards for Procurement Excellence are recognized as a premier achievement for innovative public procurement and pay tribute to a founder and the first president of NASPO for his devotion to improving governmental purchasing.

Purchasing Division Awards Contract for School Bus Tires as Part of Local Governments Initiative



County school transportation departments across the state expressed interest in the purchase of school bus tires at competitive pricing, and thanks to a contract awarded by the Purchasing Division during Fiscal Year 2019, fulfilling that need became a reality. The contract, resulting from the Purchasing Division’s local governments initiative, stemmed from a survey conducted in October 2018 that inquired as to which goods and services local government entities would be interested in seeing on a statewide contract.

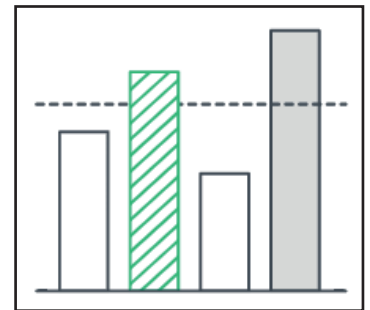
While tires were already available to state agencies on the NTIRES statewide contract, the Purchasing Division decided to proceed with the solicitation to seek more competitive pricing on behalf of local governments.

As part of the solicitation, the state was divided into ten service districts, with S and S Firestone and Appalachian Tire being the two successful vendors.

Purchasing Division Senior Buyer Mark Atkins wrote the specifications for the solicitation. The contracts became effective August 1, 2019, for a one-year period, with the option for three one-year renewals. The contracts can be viewed online at www.state.wv.us/admin/purchase/LocalGovt/SWCInfo.html.

Feedback from Agency Satisfaction Survey Provides Insights, Ideas for Future Improvements

The Purchasing Division continually strives to provide efficient and effective programs and services to its customers. To assist in planning its offerings moving forward, the Purchasing Division conducted an Agency Satisfaction Survey in October 2018 and used the information to determine its strengths and learn where it could improve its processes.



Below are some of the findings the Division took away from the survey results:

- 93% of respondents said the professionalism of the staff was Good or Excellent;
- 93% said the availability of information in the Purchasing Division Procedures Handbook was Good or Excellent;
- 93% of respondents indicated they had attended or participated in the Purchasing Division’s training program;
- 84% of respondents rated “ease of use” as the greatest benefit of statewide contracts;
- 48% of respondents reported that they use 10 or more statewide contracts each year; and
- Of the statewide contracts, the most popular contracts included IP, DIGCOP, OFFICE, PCARD, and WVARF.

Additionally, respondents greatly supported the increased verbal bid limit up to \$10,000, as well as the Expiring Contracts report.

The Division found the feedback valuable and plans to conduct an agency satisfaction survey each fiscal year.

Purchasing Division Visits Cities Statewide as Part of Local Government and Vendor Outreach Initiative

Since the fall of 2017, the Purchasing Division has traveled around the state conducting seminars for local government entities and vendors on the programs and services available to each. During Fiscal Year 2019, the Purchasing Division continued that tradition with seven new locations, from Wheeling and Elkins to Beckley and Fairmont.

The Purchasing Division continually looks for ways to improve its outreach to the vendor community and local government entities. “We want all vendors to have the opportunity to bid on state solicitations,” said Purchasing Director Mike Sheets. “Having more vendors improves competition and ensures that West Virginia receives needed goods and services for the best price.”

Vendor competition was showcased as part of a contract processed by the Purchasing Division for the purchase of school bus tires on behalf of school boards of education. This contract came about thanks to feedback from local government entities, many of whom attended the statewide seminars.



The Purchasing Division conducted multiple statewide seminars during Fiscal Year 2019 as part of its outreach efforts to educate vendors and political subdivisions on the state purchasing process.

Purchasing Division staff met with a total of **57** local government representatives and **182** vendors during this fiscal year.

Strategic Sourcing Meetings Continue to Build Relationships Between Purchasing Division and Agencies

For the fourth consecutive year, the Purchasing Division continued to host strategic sourcing meetings with its largest customers to allow them the opportunity to review past procurement trends and to plan appropriately for upcoming purchases. The goal of the meetings was to create a proactive dialogue with agency procurement officers.

Prior to each meeting, the agency was provided a list of reports, including the contracts that were set to expire as well as procurements made during the previous fiscal year, the transactions currently in process, and the training in which its staff participated. Discussions on opportunities to consolidate procurements, internal controls and procedures, legal issues, and inspection findings were held during these meetings to enhance the agency and Purchasing Division partnership and encourage collaboration.

The Purchasing Division met with 11 agencies during Fiscal Year 2019, including but not limited to representatives from the Department of Administration’s Office of Technology and General Services Divisions, Adjutant General’s Office, Department of Veterans Assistance, Division of Highways, and Department of Health and Human Resources.

Purchasing Division Staff Participates in and Presents at Meetings and Expos Statewide

Each year, the Purchasing Division participates in annual meetings and expos statewide, and this fiscal year

was no exception. On November 8, 2018, General Counsel James Meadows presented at the Association of Government Accountants' annual meeting on crime in public procurement. As part of his presentation, Meadows provided examples of collusion, false or inflated invoices, the submission of fake or manipulated bids, overly restrictive specifications, and more, as well as penalties against such crimes.

For the fifth consecutive year, the Purchasing Division also participated in the annual Minority Business Expo (MBExpo). This expo, conducted October 24, 2018, provided an opportunity for minority business owners and entrepreneurs to network and receive free education on how to further their businesses. In addition to hosting an informational table to educate attendees on the requirements of conducting business with the state, Technical Services Manager Mark Totten also presented as part of a general session.



Vendor Registration Coordinator Gail Montantez maintained an informational table at the 2018 Minority Business Expo, along with two Purchasing Division buyers. During the event, Montantez shared information with attendees on how to register with the Purchasing Division and where to find bidding opportunities online.

On February 11, 2019, Assistant Directors Frank Whittaker and Elizabeth Perdue presented an hour-long session at the West Virginia Association of Counties (WVACO) annual meeting to educate county officials on how to stretch their budgets by utilizing statewide contracts for purchases ranging from cleaning supplies to auto parts, as well as how to utilize the services provided by the West Virginia State Agency for Surplus Property, including the Federal Surplus Property Program.

As part of this event, the Division also staffed an informational table with materials related to surplus property, statewide contracts and future outreach events offered by the Purchasing Division to local governments.



March 2019 Declared as Purchasing Month in West Virginia

For the third year, Gov. Jim Justice proclaimed that March be recognized as “Purchasing Month” throughout the state of West Virginia. Purchasing Month has been recognized in West Virginia since 2011 and honors the integrity and professionalism of all state purchasers who are entrusted with the spending of tax dollars.

This 2019 proclamation was part of an annual nationwide recognition initiated by the National Institute of Governmental Purchasing. The Purchasing Month proclamation highlighted the initiatives which develop, support and promote public procurement practitioners through their educational and research programs.

From DUI Simulators to ADA-Accessible Transportation...

A Constant Variety of Unique Purchases Make their Way through the West Virginia Purchasing Division

The Purchasing Division is responsible for procuring commodities and services on behalf of all state agencies, in accordance with W. Va. Code § 5A-3. In most cases, these purchases are for common necessities, such as office goods, tools, technology equipment, and vehicles. However, not all purchases meet the parameters of an everyday purchase. Some are as unique as the programs and services that our state agencies provide to their customers.

Below are three examples of contracts issued during Fiscal Year 2019 that were a little different from the norm. Due to the unusual and complex characteristics of the solicitations, the Purchasing Division buyers worked closely with agency procurement officers to ensure the specifications were written competitively to allow for adequate vendor bids.

Alcohol Beverage Control Administration Adds Simulator to its Inventory



During Fiscal Year 2019, the Alcohol Beverage Control Administration added a simulator to its inventory, thanks to the help of the Purchasing Division. The simulator was purchased as part of an effort to teach students across West Virginia about the dangers of driving distracted or under the influence.

Nearly a decade ago, the Alcohol Beverage Control Administration (ABCA) purchased a simulator to teach students all across West Virginia the dangers of driving distracted. With the help of the Purchasing Division, the ABCA was able to purchase an additional simulator during Fiscal Year 2019.

In addition to everyday distractions, students also get to experience driving under the influence. As students begin driving in the simulator, the simulator begins to mimic the impairments that are associated with different blood alcohol levels. It also provides simulations under various driving conditions.

“You can’t really get a hands-on experience with a video, lecture, or a book, so this gives them something they can feel and be part of. It makes it a lot easier to understand the consequences,” said Purchasing Division

Buyer Supervisor Guy Nisbet. “It’s a good feeling to know that we are a part of a potentially lifesaving purchase.”

The program kicked off in November 2010 and has had more than 45,000 students participate.

Forks of Coal State Natural Area Join Several Spots Along Coal River to Prepare for Future Site Development

The Forks of Coal State Natural Area is one step closer to completion, thanks to a contract awarded by the Purchasing Division during Fiscal Year 2019. Bear Contracting LLC received a contract to perform

land preparation to allow for more site development at the 102-acre tract near Corridor G. The land, which was donated by Jack and Claudia Workman to the West Virginia Division of Natural Resources, joined several other areas along the Coal River system that had been enhanced to promote outdoor recreation.

The Forks of Coal trails are easy to hike and provide free entertainment for families and those wanting to enjoy leisurely nature walks. Wildlife, such as deer and turkey, has been seen along the property, while ducks, coyotes, squirrels and chipmunks can also be spotted.

Future plans for the area include the Claudia L. Workman Wildlife Education Center, which will be built with natural materials to help blend in with the landscape of the area. This center will include exhibits and programs that are specific to wildlife in the area. While there are no plans on connecting the trail system to the rivers themselves, a boat ramp is adjacent to the area underneath the Corridor G bridge on the Little Coal River side.



The Division of Natural Resources awarded a contract to Bear Contracting LLC during Fiscal Year 2019 to prepare the Forks of Coal State Natural Area for future site development. The site is one of many along the Coal River to enhance its outdoor recreation offerings.

ADA-Accessible Transportation Contracted Specially for Students of the School for the Deaf and the Blind

The West Virginia Schools for the Deaf and the Blind in Romney, West Virginia, have provided quality educational services to more than four thousand students since it was established in 1870. The Schools offer comprehensive educational programs for hearing- and visually-impaired students that are residents of the state. Composed of both residential and day school programs, the Schools house many students on campus from across the state. They arrive on Sundays and depart on Fridays each of the approximately 37 weeks of the school year.

To provide reliable bus transportation to those students, the Purchasing Division awarded a contract to Coach USA/Central Cab during Fiscal Year 2019. The buses will follow along three routes, making stops in Danville, Princeton, and Ripley, among other cities. The specifications for the solicitation required that each bus have a seating capacity of at least 47 passengers and working wheelchair lifts. Aides who accompany the students on each bus must have CPR/First Aid training, Approved Medication Assisted Personnel training, and know basic sign language in order to communicate with the deaf students.

“It’s rewarding to be part of a purchase that makes a difference in the lives of these students,” said Senior Buyer Stephanie Gale. “It’s important that they have a safe, comfortable ride to and from school with staff members who are trained and equipped to meet their needs.”

New Drapes Add to the Atmosphere at Culture Center

For more than 30 years, Mountain Stage with Larry Groce has been the home of live music on public radio. Recorded in front of a live audience at the West Virginia Culture Center and produced by West Virginia Public Broadcasting, each two-hour episode of Mountain Stage can be heard every week on more than 240 stations across America, and around the world via NPR Music and www.mountainstage.org. Mountain Stage features performances from seasoned legends and emerging stars in genres ranging from folk, blues, and country to indie rock, synth pop, world music, alternative, and beyond.

The cozy, intimate setting at the Culture Center adds to the magic of each performance, and that includes pieces of the set design such as lighting and drapes. The Purchasing Division awarded a contract during Fiscal Year 2019 to Pittsburgh Stage, Inc., for new royal blue velour, 100% cotton drapes. As part of the procurement, the fabric had to be vat dyed and flame resistant or fully flame retardant. All drapery fabric had to be inspected for flaws and imperfections, which then were required to be removed. The hems could not have any raw edges exposed. Prior to sewing the bottom hem, the drapes had to hang undisturbed for two weeks to allow time for the fabric to settle.



The Purchasing Division worked with the West Virginia Culture Center to award a contract to Pittsburgh Stage, Inc., during Fiscal Year 2019 for the purchase of special drapes. The new royal blue velour, 100% cotton drapes had to be vat dyed, flame resistant, free of flaws and imperfections, and hung for two weeks prior to being placed in the Culture Center.

Program Accomplishments

Acquisitions and Contract Administration Section

The Acquisitions and Contract Administration Section is responsible for the procurement of products and services for state agencies in excess of \$25,000. It is committed to providing good customer service to agencies and vendors in an efficient and ethical manner that will reduce costs, maximize competition, promote good customer and vendor relations, protect public funds, ensure compliance with West Virginia Code and preserve the integrity in buying the best quality commodities at the lowest cost to taxpayers. Additionally, this Section oversees the Contract Management Unit, which includes Inspection Services.

New and Revised Resources Help Provide Efficiency in the Purchasing Process: Here's How...

The Purchasing Division continually looks for ways to make the procurement process more efficient, while also providing educational tools and resources to the individuals who procure goods and services for the state of West Virginia. As the keeper of many of the forms and documents that assist state agency procurement officers in completing their jobs, it is the Purchasing Division's responsibility to ensure the documents and resources provide the greatest value possible. Here is a brief overview of some of the documents and resources created and/or revised during Fiscal Year 2019.

WV-96 and WV-96A Agreement Addenda Combined into Single Document

During Fiscal Year 2019, the Purchasing Division worked with the Attorney General's Office to update the Agreement Addenda and merge the information into a single document. The changes as part of the merge included adding space at the top of the page to identify the contract and various contracting parties, adding order of precedence language, expanding the form font to make it more readable, and minor modifications to the actual terms. According to General Counsel James Meadows, the updates made to simplify and improve the WV-96 will provide better protection for the state of West Virginia.

Reference Guide for *wv*OASIS Header Document Submission Made Available

The Purchasing Division announced the creation of a new reference document during Fiscal Year 2019 that would provide procurement officers guidance on the submission of Header documents within *wv*OASIS. This document, titled *A Guide to wvOASIS Document Submission: Header Documents*, was created in response to questions and requests from agency procurement officers.

The guide provides information on the documentation that needs to be included in the Header section of *wv*OASIS for a variety of submissions to the Purchasing Division, including solicitation requests (i.e. CRQS/CRQM), change orders, addenda and Central Delivery Orders.

The Purchasing Division also included a section with miscellaneous and other helpful information that agency purchasers need to know, including guidance on ensuring the correct statewide contract is referenced on the Reference Tab, ensuring the correct dates of service are included on the commodity line(s), a reminder to upload the pricing page(s) from the original contract to verify pricing from master contracts, and more.

A copy of the guide is available on the Purchasing Division's Forms page at www.state.wv.us/admin/purchase/forms.html.

Purchasing Division Introduces Packet of Documents to Assist with Request for Proposals Process

The Purchasing Division developed a Request for Proposals (RFP) Evaluation Committee Packet for state agency procurement officers to use during the RFP process. The forms, which are available on the Purchasing Division's website and within its *Purchasing Division Procedures Handbook*, include the *RFP Agency Approval Request (WV-110)*, the *RFP Evaluation Committee Designation Form (WV-111)*, the *RFP Technical Scoring Spreadsheet*, the *RFP Technical Evaluation Committee Scoring Memorandum (WV-112)*, and the *RFP Recommendation for Award Memorandum (WV-113)*.

Purchasing Division Reformats Inspection Report to Serve as Educational Tool for State Agencies

During Fiscal Year 2019, the Purchasing Division introduced a newly designed inspection report to create more efficiency in the inspection process while also making it more useful for agencies. The previous format detailed only what state agencies did wrong, but the new format includes areas in which the agency has excelled.

Previously, the report was organized by transaction. Each transaction would include the findings, explanation, requirements, and recommendations. If 300 transactions were inspected and 50 were found to be noncompliant, the agency's report would incorporate at least one page for each non-compliant transaction, making the report no less than 50 pages. For example, if several transactions had the same finding, then the explanation, requirement, and recommendation would be listed separately for each transaction. The new report instead organizes the information by finding rather than transaction, reducing repetitiveness of information.



Now, each finding lists the transactions found to be non-compliant. At the bottom of each section, the requirements and recommendations are noted only once, significantly condensing the length of the final report.

Purchasing Division Designates Single Buyer to Process and Maintain Statewide Contracts

The Purchasing Division continually seeks ways to better serve the state agencies with which it partners. To mimic the agency/buyer relationship in which each agency is assigned just one Purchasing Division buyer to serve them, the Purchasing Division decided this same format could greatly benefit

the statewide contracts processed and maintained by the Division. Effective July 1, 2018, Senior Buyer Mark Atkins was designated as the sole buyer for statewide contracts. Making this change would ensure that all statewide contracts stay current and that one person on staff was able to readily handle any issues related to such contracts.

New Statewide Contracts Issued by the Purchasing Division Prove Beneficial to State Agencies

The Purchasing Division awarded several new statewide contracts during Fiscal Year 2019. These contracts, which are mandatory for use by state agencies, are noted below.

Purchasing Division Awards Two New Statewide Contracts for Pest Control Services

The Purchasing Division awarded two new contracts for pest control to assist agencies in protecting their structures. The contract, which addressed both the removal of certain pests as well as prevention services, was divided into districts, with PESTCTR18A covering District One and PESTCTR18B covering Districts Two through Ten. The services within the contract included the removal of rodents, insects, and other pests, as well as prevention services for pests, including rats, roaches, ants, spiders, and more.

PESTCTR18A was awarded to Exterm-Tek Pest Control, LLC, and PESTCTR18B was awarded to Standard Exterminating.

New Maintenance, Repair and Operations Statewide Contract Issued

The Purchasing Division issued a new statewide contract for maintenance, repair and operations. The contract (MRO18), which provided identified categories of maintenance, repair, and operations equipment and supplies for all state agencies and political subdivisions, was awarded to Fastenal Co., effective August 1, 2018.

Purchasing Division Awards New Statewide Contract for WVARF

State agency procurement officers are first required to purchase commodities and services from internal sources, such as sheltered workshops, if applicable. The West Virginia Association of Rehabilitation Facilities (WVARF) serves as the central non-profit agency (CNA) to oversee all commodities and services from sheltered workshops.

During Fiscal Year 2019, the Purchasing Division awarded a statewide contract for WVARF, including cleaning supplies, both medical and non-medical clothing, floor care, and ground maintenance. The contract (WVARF19) became effective August 15, 2018.

Other New Contracts Issued During Fiscal Year 2019 Prove Beneficial



In addition to the aforementioned statewide contracts, the Purchasing Division also issued new statewide contracts for computers, Voice over Internet Protocol (VoIP), and furniture during Fiscal Year 2019. These contracts and others proved beneficial to state agencies throughout the year.

The contract awarded to Dell Marketing LP for computers included desktops and laptops, monitors, docking stations, and other peripheral equipment. That contract, IP19, became effective January 15, 2019. Both effective March 1, 2019, the contracts for furniture (SYSFURN19) and VoIP, or Voice Over Internet Protocol, were awarded to Capitol Business Interiors and Lumos Networks, LLC, respectively.

To view these and all of the statewide contracts currently available to state agencies, visit www.state.wv.us/admin/purchase/swc.

Disposable Food Service Products Contract Canceled to Eliminate Single-Use Products

According to W. Va. Code § 22-15A-21, it is the policy of the state of West Virginia to maintain a green purchasing program, to the maximum extent possible. Part of this initiative includes eliminating single-use products. In an effort to adhere to this policy, the Purchasing Division opted not to renew the Disposable Food Service (DFS) statewide contract during Fiscal Year 2019. The goal for canceling this contract was to minimize waste and encourage environmentally positive practices, both of which contribute to increased quality of human health, planetary health, and economic health.

Contract Management Unit Responsible for Reviewing Procurement Transactions and Providing Training to State Agencies to Ensure Compliance

Throughout the fiscal year, the Purchasing Division inspection staff travels throughout the state to review purchasing records primarily for agency delegated purchasing transactions, which are purchases costing \$25,000 or less.

Fiscal Year Inspection Statistics

During this fiscal year, the inspectors within the Contract Management Unit opened and completed **36** individual inspections of various state agencies and related programs. This encompassed more than **125,326** transactions from which **3,490** (approximately **2.8** percent) were closely scrutinized. Of these transactions reviewed more closely, **517** were determined to have a negative finding (approximately **14.8** percent).

Below are percentages based on the total number of transactions for inspections made during Fiscal Year 2019:

Finding	Percentage of Inspected Transactions
Stringing	0.37%
Failure to use Statewide Contracts	1.63%
Failure to use Internal Resources	0.14%
Failure to bid at delegated level	4.6%
Failure to check/retain vendor registration	1.9%
Failure to verify Unemployment Compensation and Workers' Compensation	4.6%
Failure to obtain <i>Purchasing Affidavit</i>	4.5%
Failure to issue a purchase order	3.2%
Failure to affix an asset identification tag	0.52%
Failure to include the <i>Non-Conflict of Interest</i> form	4.4%
Miscellaneous findings	0.06%

Purchasing Reports to Legislature on Stringing, Direct Award Purchases and Recycled Products

Each January and July, the Purchasing Division is required to electronically submit a semi-annual Stringing Report to the West Virginia Legislature, in accordance with W. Va. Code § 5A-3-10(b), through the Legislature's database to the Joint Committee on Government and Finance. Additionally, the Purchasing Division is required to submit to the Legislature an annual report on all sole source purchases, a semi-annual report on eligible organization purchases of surplus property and an annual report of the procurement of recycled products.

According to the *Purchasing Division Procedures Handbook*, stringing is defined as "issuing a series of requisitions or dividing or planning procurements to circumvent the twenty-five thousand dollar threshold or otherwise avoid the use of sealed bids." During the year, Purchasing Division inspection staff members travel throughout the state to review purchasing records, primarily for agency delegated purchasing transactions to ensure those transactions are completed in accordance with the Purchasing Division's procedures. Based on their inspections and findings, incidents of stringing occurred in **0.37%** of inspected transactions during Fiscal Year 2019.

State agencies are strongly encouraged to continuously monitor their expenditures with vendors to ensure that the total amount spent with a given vendor, in any 12 month period, of same or similar commodities or services does not exceed a bid threshold without the proper level of documentation and bidding. This can be easily done through reporting in *WV*OASIS Business Intelligence using the

report WV-FIN-AP-026 (Comprehensive Statewide Payment Detail by Vendor) or WV-FIN-AP-055I by inserting the agency's department number for total spend for the service date range. The Purchasing Division encourages state agencies to procure open-ended contracts for commodities and/or services that are used often to eliminate the potential for stringing.

Additional reports required to be submitted to the Legislature are noted below:

- A report is required each July that provides a list of all solicitations submitted for sole source commodities or services, noting the outcome of the transaction. This requirement is in accordance with W. Va. Code § 5A-3-10(c).
- The report of all commodities sold to eligible organizations through the West Virginia State Agency for Surplus Property is due twice annually, in accordance with W. Va. Code § 5A-3-45.
- The Comprehensive Procurement of Recycled Products Program and its annual report is due at the end of January of each year, in accordance with W. Va. Code § 22-15A-21.

All of the reports required to be submitted to the Legislature may be found on the Legislature's website under the Audits/Reports section in the State Agency Reports subsection. To view these reports, visit www.legis.state.wv.us.

Communication and Technical Services Section

The Communication and Technical Services Section is responsible for a variety of programs and services offered to agency purchasers, the business community and the general public. This Section focuses on technology, communication, training, professional development and administrative functions, such as vendor registration, records imaging, purchase order encumbrance, bid receipt and bid package distribution. The Communication and Professional Development Unit oversees communication, professional development and a variety of training offerings targeting agency purchasers and vendors. The Technical Services Unit maintains various automated applications, networking services and the Division's website. The Support Services Unit manages the administrative functions mentioned above.

West Virginia Purchasing Bulletin

The *West Virginia Purchasing Bulletin*, which contains bid opportunities for solicitations exceeding \$10,000 (although agencies can use the *Purchasing Bulletin* to post solicitations under that amount), is posted on the Vendor Self Service (VSS) portal of *wvOASIS* at wvOASIS.gov. Vendors may create an account through the VSS or may use the public view access to view and, if desired, download the solicitations through this portal.

Additionally, vendors may request the Purchasing Division to mail solicitations directly to them, although the requests are becoming fewer due to the ability of vendors to download the solicitations online. During Fiscal Year 2019, the Purchasing Division received **three** requests to mail solicitation packages.

Vendor Registration

The Purchasing Division's Vendor Registration Program continues to streamline the tools within the system for the benefit of the vendor community and state agencies. More options are available than ever before for vendors pursuing business with the state and for state agency procurement employees contributing to the process.

In Fiscal Year 2019, the Purchasing Division created and/or approved a total of **119** Vendor/Customer Creation (VCC) documents and **3,349** Vendor/Customer Maintenance (VCM) documents in *wvOASIS* for a total of **3,468** new or modified vendor registration documents processed. These totals include documents reviewed by the Purchasing Division through system workflow from vendors using the Vendor Self Service (VSS) portal on *wvOASIS.gov*.

In addition to the values represented in the aforementioned *wvOASIS* document and registration counts, additional vendor records are reviewed but not modified in workflow by the Technical Services Unit from VSS-generated VCM documents in conjunction with the West Virginia Finance Division. This dual administration of the *wvOASIS* vendor/customer file supports each agency's mission, including the facilitation of state agency order and expenditure transactions.

A total of **259** *Vendor Registration and Disclosure Statement and Small, Women-, and Minority-owned Business Certification* documents, the paper registration method for vendors not self-registering online, were processed during Fiscal Year 2019.

A total of **3,202** paid registrations were received via multiple payment methods during Fiscal Year 2019, with revenue generating **\$400,250.00**. The vendor registration annual fee is **\$125**.

Small, Women-, and Minority-Owned Business Certification

The West Virginia Purchasing Division incorporates the Small, Women-, and Minority-Owned Business (SWAM) Certification application as part of the Vendor Registration and Disclosure Statement, in accordance with W. Va. Code § 5A-3-59 and the W. Va. § 148 C.S.R. 2-1. During Fiscal Year 2019, a total of **586** vendors were certified or updated their certifications through the Purchasing Division as SWAM businesses.

Purchase Order Encumbrance

All purchase orders and subsequent change orders with a fixed amount are placed in the Purchase Order Encumbrance system. A total of **862** new contracts/Central Delivery Orders and **833** change orders were encumbered by the Purchasing Division during Fiscal Year 2019.

Records and Imaging

All documents relating to Fiscal Year 2019 transactions were scanned and managed with the division's imaging system. The total number of pages scanned for the Purchasing Division, which contained

purchase orders, change orders, vendor registration forms, renewals and deposits and all supporting documentation, was **282,168** for Fiscal Year 2019.

Accessibility to Public Records

The Purchasing Division maintains the official file for contracts processed under its authority. The official file contains all documentation and correspondence in the possession of the Purchasing Division as it relates to the specific contract requested. All records of the Purchasing Division are available to be reviewed at no charge and/or copied during normal business hours, Monday through Friday, 8:15 a.m. to 4:30 p.m., holidays and weekends excluded.

The Communication and Technical Services Section oversees the requests for public records through the Freedom of Information Act (FOIA) process. All FOIA requests received are properly entered into the Secretary of State's FOIA database, in accordance with W. Va. 153 C.S.R. 52

During Fiscal Year 2019, the Purchasing Division responded to a total of **78** FOIA requests.

Receipt of Incoming Sealed Bids

The Support Services Unit is responsible for receiving paper sealed bids from vendors who are participating in the competitive bid process. During Fiscal Year 2019, there were **879** paper bids received by the Purchasing Division. Through *wvOASIS*, vendors may also submit electronic bids to the Purchasing Division. There was a total of **679** electronic bids received through *wvOASIS* during this fiscal year. The total number of all incoming paper and electronic sealed bids for Fiscal Year 2019 was **1,558**.

Purchasing Division Continues its Active Participation in the Governor's Internship Program

During Fiscal Year 2019, The Purchasing Division continued the tradition of mentoring college students in the Governor's Internship Program.

The Purchasing Division has participated in the internship program for many years and has hosted some of West Virginia's finest students. The Purchasing Division was fortunate to welcome Unique Beaver and Zachary Wynn.

Beaver, a senior majoring in mass communications at Purdue University, served as the Purchasing Division's communications intern.



Pictured to the left are Zach Wynn, second year technical intern for the Purchasing Division, and Unique Beaver, communication intern. Both joined the Purchasing Division during the summer of 2019 as part of the Governor's Internship Program.

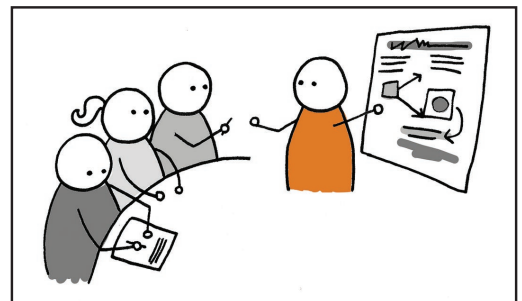
“I learned a plethora of skills,” she said. “I learned how to write different styles of articles while also being hands-on in helping with different types of projects. I have appreciated my experience with the Purchasing Division.”

Wynn, a junior majoring in computer science at Marshall University, spent his second summer with the Purchasing Division as a technical intern.

“No matter what path I take with my degree, the abilities I’ve gained here to learn and adapt to what I’ve been given will help me throughout my career,” he said.

Professional Development and Training

The Purchasing Division prides itself on its comprehensive training program and continually strives to educate agency procurement officers, vendors, and the public in the most meaningful way possible. Fiscal Year 2019 was an extremely busy year for the West Virginia Purchasing Division. New training initiatives were undertaken while others were expanded.



The laws, rules and procedures are the backbone of the state procurement process. Having state procurement staff who are knowledgeable and informed of the process helps ensure that procurements are handled efficiently and effectively, and ethically and professionally.

The Purchasing Division manages a variety of training platforms, many of which are free and easily accessible, to educate agency purchasers, vendors and political subdivisions on the laws, rules and procedures which govern the state purchasing process. From in-house training workshops and webinars to online training modules, conferences and other seminars, the Purchasing Division provides ample opportunities for state employees to obtain the information needed to perform the procurement function for their agencies and/or for vendors and local government entities to participate in the procurement process.

These offerings allow participants who are required to procure under the Purchasing Division’s authority, as well as those whose participation in the process is optional (i.e. political subdivisions and vendors) to learn the procurement laws, rules and processes outlined in W. Va. Code 5A-3, 148 C.S.R. 1 and the *Purchasing Division Procedures Handbook*.

Below are some of the ongoing improvements and activities that the Purchasing Division achieved during this fiscal year to meet the needs of agencies, vendors, political subdivisions and Purchasing Division staff.

2018 Agency Purchasing Conference

From October 2-5, 2018, more than **250** agency purchasers gathered at Camp Dawson in Kingwood, WV, for the 2018 Agency Purchasing Conference. As part of this three-day conference, the Purchasing

Division expanded its offerings to six concurrent sessions with more than 30 purchasing-related topics including many new topics on the schedule, ranging from *Forms and Documentation* and *Office of Technology Requirements* to *Secretary of State Requirements* and *Bonds and Insurance*.

Approximately **35%** of attendees were first-time participants, showcasing the need for the Purchasing Division to once again offer the *Beginner's Track*. Primary and backup agency designated procurement officers also had the opportunity to attend the *Advanced Track*, which took on a new format. While there was a presentation for the four-hour block of time, much of the workshop took on the form of an informal discussion and question and answer session.



An attendee reviews a copy of a PowerPoint during one of the conference workshops at the 2018 Agency Purchasing Conference.

Attendees provided excellent feedback as part of the online evaluation, which was emailed following the conference. With a response rate of **52%** of attendees, conference participants rated various categories on a four-scale survey, with excellent being the highest. Respondents rated the following categories as “good” or “excellent:” **79%** for the overall opinion of the conference; **94%** for conference registration; **87%** for the organization of the conference; **97%** for the atmosphere being conducive to learning; and **97%** for the overall quality of the conference sessions being professional and effective.

When asked what they liked best about the conference, one attendee responded, “I felt the Purchasing staff made a great effort to present topics to us that they feel will help us with our jobs. 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 meaningful conversations that helped procurement officers see how other agencies handle particular situations.

The Purchasing Division has offered this conference for decades and is pleased to see that agency procurement officers understand and appreciate its value.

Vendor Training Initiatives

In addition to the “*Doing Business with the State of West Virginia*” vendor seminars conducted throughout the state during Fiscal Year 2019, which is highlighted on **page 9**, the West Virginia Purchasing Division continued to offer its free webinars to current and prospective vendors this fiscal year.

On August 22, 2018, and February 7, 2019, approximately **160** vendors participated in a webinar administered by the Purchasing Division. During the 90-minute presentation, participants learned how they could maximize their opportunities to bid and perform work for West Virginia state government. These webinars were designed to educate vendors about the state procurement process. Some of the topics addressed included:

-
- Marketing their commodities and services to West Virginia state agencies
 - Registering as a vendor with the Purchasing Division
 - Submitting bids/proposals

It has been the Purchasing Division's goal to foster open and fair competition in the state procurement process at all times. By continuing to offer free informational seminars and webinars to vendors, the Purchasing Division is doing its part to ensure that vendors understand the competitive bidding procedures and participate in this process to the fullest extent possible.

Webinars

To accommodate designated procurement officers who are required to obtain 10 hours of procurement training offered by the Purchasing Division each fiscal year, in accordance with W. Va. § 148 C.S.R. 1-3.2, the Purchasing Division conducted 10 webinars during Fiscal Year 2019. Conducting webinars allows agency purchasers who are unable to travel to Charleston for training or whose schedules conflict with the scheduled In-House Training Program dates and times to still receive proper training on the state laws and rules governing the procurement process. Many of these webinars took place during the winter months to ensure that procurement officers could receive training even in inclement weather.

The webinars offered this fiscal year covered basic topics applicable to most agency purchasers, regardless of location, and included topics such as statewide contracts, fixed assets and surplus property, developing specifications, *wvOASIS*, vendor registration and more. Approximately **350** individuals participated in these free webinars.

In-House Training Curriculum

The West Virginia Purchasing Division continues to improve its In-House Training Program. The Division offered **15** face-to-face in-house training sessions this fiscal year. Sessions ranged from one to six hours in length and combined a variety of topics into single sessions, with many of the sessions being offered at least twice during the year.

When updating its training presentations this fiscal year, the Purchasing Division staff focused heavily on incorporating screenshots of *wvOASIS*, where possible. Although *wvOASIS* is not a system of the Purchasing Division, the Division felt it was important to educate agency procurement officers on where the functionality of the system intercepts with the requirements of the state purchasing process, and each year, feedback shows that is the topic attendees are most interested in learning. The updated PowerPoints were very well received.



The Purchasing Division provides in-house training workshops each month to agency procurement officers. Seen above, attendees work in small groups on an activity during one of the many workshops offered.

New to the schedule this fiscal year was a session designed specially for boards and commissions, as well as a session on forms and documentation. To expand an existing two-hour workshop, agency delegated purchasing was combined with statewide contracts and inspection services to allow for a half-day training.

The Purchasing Division continued to take a hands-on approach, incorporating engaging activities into sessions where possible. Presenters also utilized handouts, and in some cases surfed the web, to illustrate the topics at hand. The Purchasing Division understands the benefits of these hands-on activities, handouts and other methods of educating agency purchasers and strives to always offer participants the opportunity to practice and apply their newly-acquired knowledge.

Agency Resource Modules

The Purchasing Division continues to offer online agency training modules as a form of on-demand training. These trainings must be revised on an ongoing basis to reflect the most up-to-date information, including law, rule, and procedural changes.

Special Purchasing Processes	Evaluation and Award Process	Fixed Assets and Surplus Property
Activity Module Credits: 0.5 Hours Click here for certificate	Activity Module Credits: 0.5 Hours Click here for certificate	Activity Module Credits: 0.5 Hours Click here for certificate

Among those modules revised this fiscal year were modules on *Agency Delegated Purchasing* and *Basic Purchasing*, as well as the stringing mini-module. Changes included the verbal and written bid limits changing to \$10,000; incorporating language to allow for internet screen prints for the verbal bid threshold; updating sole source language to reflect direct awards; including language on standardization specifications; removing language on vendor preference; and incorporating language on cross comparison of Requests for Proposals to determine best in class solutions.

All modules are self-paced and available to our state agency procurement officers free of charge. Agency procurement officers may view these modules on the Purchasing Division’s training website from their workplace, at home or while on the go. There are **14** modules (i.e. 11 full modules and three mini-modules) covering varying topics, from *Public Procurement Basics* and *Requests for Quotations to Change Orders and Addenda* and *Writing Specifications*.

During Fiscal Year 2019, agency purchasers self-reportedly viewed the modules more than **575** times.

High-Level Officials Purchasing Procedures and P-Card Training

The West Virginia Purchasing Division continues to offer in-person training twice per year on the state’s purchasing procedures and Purchasing Card Program to the state’s high-level officials. The two-hour training, which is required by W. Va. Code § 5A-3-60, is co-presented by the Purchasing Division and the State Auditor’s Office and is mandatory for all “executive department secretaries, commissioners, deputy commissioners, assistant commissioners, directors, deputy directors, assistant directors, department heads, deputy department heads and assistant department heads” to complete annually.



During Fiscal Year 2019, this training was offered as a webinar on **November 1, 2018**, and on **May 2, 2019**. Each webinar was recorded and posted on the Purchasing Division’s website for online viewing for any individual who was unable to attend the live webinar. Approximately **300** high-level state officials participated in or viewed this training this fiscal year.

Purchasing Division Procurement Certification Program

The Purchasing Division continues to certify agency purchasers through the *West Virginia Procurement Certification Program*.



During Fiscal Year 2019, **seven** agency purchasers successfully completed the Basic Certification Program. This brings the number of total agency purchasers certified since the program’s inception to **94**. Additionally, **five** agency procurement officers were certified at the advanced level, bringing the total since inception to **20**.

The Purchasing Division continues to maintain and update its certification final exams to reflect the current laws, rules and procedures governing the state purchasing process.

During this fiscal year, candidates continued to also successfully meet the steps for recertification at both the basic and advanced levels. Recertification is required every three years. These requirements include:

- Attending two of the next three Agency Purchasing Conferences, from the date of the recipient’s certification/recertification.
- Attending a minimum of twenty hours of classes, learning sessions or purchasing-certified events in the three-year period from the date of the recipient’s certification/recertification.
- Submitting a verification form for recertification with the appropriate signature from the recipient’s immediate supervisor and agency head, and if applicable, approval from the department’s designated procurement officer.

A complete list of certified individuals, their dates of certification/recertification and their applicable expiration dates may be found on the Purchasing Division’s website. For a direct link, visit www.state.wv.us/admin/purchase/training/Certification. This webpage also contains the requirements to successfully complete the basic and advanced level certifications.

Staff Development

The West Virginia Purchasing Division conducts professional development sessions for its staff to ensure an adequate understanding of various laws, rules and procedures. During Fiscal Year 2019, Purchasing Division General Counsel James Meadows addressed the staff twice as part of continuing education. During the first session in early October 2019, he discussed business entity issues. As part of this training, Meadows highlighted the differences between business entity types, including sole proprietors, partnerships, corporations, and limited liability companies.

During the latter part of the month, he presented an overview of the standardization process passed as part of Senate Bill 283. Standardization allows the agency to specify a brand of product without using “or equal”

language in the specifications of a solicitation provided that the agency has completed the standardization process outlined in W. Va. Code § 5A-3-61.

During Fiscal Year 2019, the Commission on Special Investigations also presented to staff on its role in state government and highlighted some of the investigations they’ve seen related to state procurement fraud. Among the information discussed, they shared examples of how that fraud came to light and the penalties incurred as a result.

In addition to internal professional development training, Purchasing Division staff also attended and participated in conferences conducted by national organizations, including the National Association of State Procurement Officials, National Institute of Governmental Purchasing and the National Procurement Institute.

National Certifications

West Virginia Purchasing Division personnel understand the importance of continuing education and professional development. This fiscal year, eligible Purchasing Division staff worked toward meeting the requirements of national certifications through the International Association of Administrative Professionals and the Council on Licensure, Enforcement and Regulation (CLEAR).

Administrative Secretary Debbie Watkins earned her Certified Administrative Professional (CAP) credential. The CAP is a global professional certification for administrative professionals that demonstrates their knowledge and skill based on industry standards. Meanwhile, State Contracts Manager Greg Clay received his CLEAR certification by attending the National Certified Investigator and Inspector Training Basic Program and successfully completing the course examination. This certification promotes regulatory excellence through a variety of platforms, as well as networking opportunities.



Purchasing Division Training Summary

The Purchasing Division’s comprehensive training program affects many state employees throughout the year. Below is a summary of the training formats and attendance for Fiscal Year 2019:

Description of Training	Statistics
Total Number of State Employees Trained through the Purchasing Division’s Training Program, including Legal Seminar and High-Level State Officials Training	724
Total Number of Agency Procurement Officers Trained through the Purchasing Division’s Training Program*	574
Number of High-Level State Officials Trained on Purchasing Procedures and Purchasing Card Program	294

Number of In-House Training Sessions	15 sessions (42 hours)
Number of Agency Webinars	10 sessions (18.5 hours)
Number of Total Attendance at In-House Sessions	175
Number of Participants in Agency Webinars	296
Number of Agency Conference Participants	275
Number of Online Training Modules	11 full modules (5.5 hours) 3 mini-modules (.75 hours)
Number of Online Modules Viewed and Certified	674
Number of Individuals Attaining the WV Procurement: Basic Certification	7
Number of Individuals Attaining the WV Procurement: Advanced Certification	5
Number of Individuals Attaining Re-Certification	11

**This total relates to only agency procurement officers who were trained through the Purchasing Division's Training Program's in-house training workshops, annual conference and online resource modules. This number does not include attorneys attending the legal seminar, high-level officials attending the biannual training, or participation in the statewide local government or vendor seminars.*

Purchasing Division Continues to Track Training Hours of Agency Designated Procurement Officers

In 2015, a training requirement was added to W. Va. 148 C.S.R. 1 stipulating agency designated procurement officers to complete 10 hours of purchasing training each year. The Purchasing Division continues to actively track training participation and notifies individuals mid-year of their total hours obtained.

Training hours are tracked on a fiscal year basis. As part of the mid-year audit, the Purchasing Division informed procurement officers whether they met the requirement for the current fiscal year, and if they had not, how many hours they still needed to obtain by the end of the fiscal year in order to be in compliance.

As part of their communication, the Purchasing Division highlights the opportunities available to obtain training, including monthly Purchasing Division In-House Training workshops, Purchasing Division webinars, and self-paced online training modules on the Purchasing Division's website. Attendance at the annual Agency Purchasing Conference also counts toward the 10-hour requirement.

Governor's Committee for the Purchase of Commodities and Services from the Handicapped

In accordance with W. Va. Code § 5A-3-10(e), the Purchasing Division is responsible for designating an Executive Secretary for the Governor's Committee for the Purchase of Commodities and Services from the Handicapped (GCPCSH). Technical Services Manager Mark Totten continues to serve in this position as the liaison between the Purchasing Division and the GCPCSH and also handles all administrative functions and maintains the committee's website, <http://gcpcsh.wv.gov>.

Purchasing Division Procedures Handbook and Other Form Updates to Provide Most Current Information

The Purchasing Division maintains a *Purchasing Division Procedures Handbook*. To ensure state employees have access to the most current and accurate information related to the state purchasing process, the Handbook is made available on the Purchasing Division's website and updated on a regular basis.



During Fiscal Year 2019, two revisions were made to the 2018 edition of the *Purchasing Division Procedures Handbook*. The first revision, effective October 26, 2018, saw the following changes:

- Revised language under section 4.1.2 Fee Payment;
- Revised language under section 4.3.2.2 Purchasing Card Transactions with SWAM Vendors; and
- Added additional language under 6.3.3 Emergency Purchases.

The latter revision, effective April 11, 2019, further broke down the Table of Contents by subsection, added language to sections 3.10.1.1 Traditional Vendor Preference and 3.10.1.2 Reciprocal Preference, modified language in subsection Exemptions from Fee Payment within 4.1.2 Fee Payment, and added language to 5.3.1.8 Errors in Bids.

Other changes included:

- Modifying language in 7.1 Capitol Improvements and 7.6 Cooperative Contracts;
- Adding language in Section 7.14 Standardization to clarify the standardization process;
- Adding new subsections (8.1.2 Develop and Submit Solicitation and 8.1.3 Review Bids/Documents and Make Award Recommendation);
- Adding subsection 8.1.8 Agency Failure to Comply;
- Removing language from subsection 8.3.4 Remedies; and
- Modified introductory language in Section 9.

During Fiscal Year 2019, the Purchasing Division also modified and created new forms to help streamline the purchasing process and make it more efficient. The Purchasing Division created a new reference document, titled *A Guide to wvOASIS Document Submission: Header Documents*, to provide guidance to procurement officers in wvOASIS procurement processing. The document addresses docu-

mentation to be included in the Header for various submissions to the Purchasing Division in *wvOA-SIS*, including but not limited to solicitation requests, change orders, addenda, and Central Delivery Orders. The Guide was included as an appendix to the *Purchasing Division Procedures Handbook*.

Other forms modified during this fiscal year included the *Cooperative Purchasing Request, Justification and Approval* (WV-40) form, which resulted from the new Rules promulgated during the Legislative Session. It included a reduction in the information agencies are required to provide to support the cooperative procurement requests as well as modifying and reformatting the form to fit onto a single page.

However, due to the many legislative and procedural changes resulting from the 2018 Regular Session of the State Legislature, a brand new *Purchasing Division Procedures Handbook* was published, effective June 8, 2018. This handbook was reformatted as a PDF with clickable links and posted online at www.state.wv.us/admin/purchase/Handbook, along with archived copies of past revisions.

Purchasing's 12th Annual Open House a Success

Approximately **85** agency procurement officers attended the Purchasing Division's 12th annual Open House, which was conducted on May 9, 2019, at the Division's offices at 2019 Washington Street East in Charleston.

This free event was open to all state agency purchasers who fall under the authority of W. Va. Code 5A-3. The Open House provided agency purchasers the opportunity to network with their peers, discuss ongoing solicitations with Purchasing Division personnel as well as issues related to contracts or topics specific to their agency, and learn more about the purchasing process. Inspectors and technical staff were also present to answer questions, as well as representatives from Surplus Property.

"I continue to be amazed at the response we get during this annual event," said Purchasing Director Mike Sheets. "Each year, I find the conversations more profound than the year before. This is an indicator of the excellent job our staff does in conveying information to our peers, both formally and informally."

This year's agenda included three 30-minute informational sessions for attendees, including one on legislative rule changes, online purchasing tools and resources, and a question and answer session with staff.



The Purchasing Division's Open House event brings together procurement officers from many state agencies. In the picture above, Senior Buyers Jessica Chambers (left) and Brittany Ingram (second from left) can be seen having a conversation with two agency procurement officers.

Technological Initiatives

The Purchasing Division is pleased to make continuous technical improvements to our programs and services. The Technical Services Unit was instrumental in implementing many accomplishments during Fiscal Year 2019 that are outlined on the next page.

Interactive White Board in Conference Room Upgraded

In Fiscal Year 2011, the installation of the Purchasing Division's first generation of interactive white boards in its conference room areas changed the way Purchasing Division held meetings by adding touch-screen and sound capabilities. During Fiscal Year 2019, the Technical Services Unit upgraded the interactive board in the main conference room to add more efficient capabilities for meetings, work sessions, pre-bid meetings, strategic-sourcing meetings with agency stakeholders, and to enhance its innovative training program workshops. The original interactive white board technology was then retired to the West Virginia State Agency for Surplus Property and installed in the conference room at the facility in Dunbar, where it has been utilized for collaborative and training sessions on fixed assets and meetings on property-related programs.

Emergency Purchase Request Approvals Posted to Transparency Webpage

To maintain transparency among our state agency partners and the public, the Purchasing Division continues to modify and update the Transparency page on its website. As part of these updates, the Division began posting emergency purchase request approvals to serve as a resource for both agencies and the Purchasing Division. The listing of emergency purchase requests includes the state agency that requested the emergency purchase, a description of the request, the date of approval, and the request from the agency along with the Purchasing Division's response. Whether an emergency request is approved, canceled, or denied, a public record is now available and maintained as part of the transparency website.

Purchasing Division Digitizes State Contracts to Minimize Physical Copies in Storage

Digital record retention and archiving has been part of the Purchasing Division's technical unit since the 2000s, and prior to that, older state contracts were archived on microfilm. However, despite these efforts, contracts dating as far back as the 1970s when archival options were more limited were placed into boxes within a physical storage location. Recently the decision was made to no longer store these boxes within a storage unit and resulted in tens of thousands of pages being scanned into a multi-gigabyte digital "vault." This allowed the Purchasing Division to downsize dozens of boxes of 1970s contracts but still keep the content accessible in the event these procurement materials were needed in the future for legal, research, or transparency reasons.

Purchasing Division Continues to Notify Vendors of Registration Status Via Mailings

Technical Services Unit staff regularly exports state vendor data from the *WV*OASIS system to assist the Purchasing Division's vendor registration program. After analyzing this vendor registration data, and in collaboration with the Office of Technology's Mail Room and Print Shop, the unit administers and electronically compiles regular postal mailings to state vendors to keep them informed of their registration status with the state of West Virginia, as well as updates regarding changes to state business practices. Purchasing Division data has shown this utilization of U.S. Mail notification to vendors has increased Purchasing Division revenue and vendor engagement for all state agencies, even in the electronic age; and the goal of a larger registered vendor base is to achieve more competitive pricing on all statewide commodities and services. With the programming capabilities of the Technical Services Unit and the

in-house capabilities of the Office of Technology’s Mail Room and Print Shop, the unit’s mailings have provided a boost to the state procurement process through increased vendor communication and engagement.

In addition to the many changes and updates made to the Purchasing Division’s website and intranet during Fiscal Year 2019, the website statistics for this fiscal year are noted below:

Purchasing Division’s Internet Site Statistics:

Total Hits:	14,071,052
Unique Visitors:	189,882
Visitor Sessions:	1,650,903
Average Visitors Per Hour:	21.68
Files Downloaded:	52,508

Purchasing Division’s Intranet Site Statistics:

Total Hits:	116,393
Unique Visitors:	2,018
Visitor Sessions:	14,504
Average Visitors Per Hour:	0.23

Program Services Section

This section is responsible for several of the programs administered by the division. The Fixed Assets Program maintains the state’s inventory of property. The Surplus Property Unit manages the state and federal programs for property no longer needed within the respective governments. The Travel Management Unit offers guidance to state business travelers and oversees various statewide contracts for travel-related services.

Fixed Assets Management Program

In accordance with W. Va. Code §§ 5A-3-34 through 37, the Purchasing Division has full authority over inventories and property. The head of every spending unit of state government shall, on or before July 15th of each year, file with the director an inventory of all real and personal property, and of all equipment, supplies and commodities in its possession as of the close of the last fiscal year. Agencies are required to report their fixed assets with an acquisition value of \$1,000 or more into the *wv*OASIS Fixed Assets System and retire obsolete equipment in accordance with policy and procedure.

Surplus Property Program

The West Virginia State Agency for Surplus Property (WVSASP) has assisted thousands of eligible organizations for more than 70 years by offering quality, usable property at a substantially reduced price. WVSASP is authorized to market state property to the general public if eligible organizations do not

express a need first. Additionally, WVSASP works closely with the U.S. General Services Administration to administer the federal surplus property program for eligible organizations.

Fiscal Year 2019 Statistics

The following are totals earned for various programs administered by the West Virginia State Agency for Surplus Property (WVSASP):

Federal Property Service Charge	\$ 50,639.34
State Property Service Charge	170,515.91
Public Daily Sales	536,664.99
Online Sales (GovDeals)	276,598.43
Scrap	<u>27,003.55</u>
 Gross Revenue	 \$1,061,422.22
 Amount Reimbursed to State Agencies	 \$361,597.65
 Net Revenue	 \$699,824.57

State Vehicles

There were **192** vehicles sold during Fiscal Year 2019. Below is a breakdown of the method by which they were sold:

Public Auction	0	\$0.00
Public Daily Sales	96	452,155.00
Online Sales (GovDeals)	69	232,269.77
Negotiated Sales	<u>27</u>	<u>136,425.00</u>
 Totals	 192	 \$820,849.77

Online Sales

The West Virginia State Agency for Surplus Property (WVSASP) utilized an online auction process to dispose of property that is not easily transportable to the Dunbar location, located too far from Charleston for it to be reasonably picked up, unique or has been warehoused at WVSASP for an extended period of time.

Agencies are required to obtain approval for the disposition of all state property through WVSASP, unless statutorily exempt. Online sale sites, such as GovDeals, allow users to browse items for sale according to category, auction closing time and state. The site is specifically designed for government sellers and allows for greater accountability for WVSASP.

WVSASP sold **131** items through the online sales site during Fiscal Year 2019 for a total amount of **\$276,598.43**. Items sold through online sales included a 2010 Ford F-150 Truck, a 2005 Kawasaki Mule UTV, a Hoosier Trailer and Evinrude Motor, a 2012 Ford F-350 4WD Crew Cab Truck, and a 2012 Ford Expedition 4WD.

Daily Public Retail Sales

The West Virginia State Agency for Surplus Property has had the authority to sell state property to the public through daily retail sales since June 2008. All direct sale items are priced and sold on an “as is, where is” basis. Property is available at the Surplus Property facility at 2700 Charles Avenue in Dunbar. As a result of the daily public retail sales, **\$536,664.99** was generated in revenue during Fiscal Year 2019.

Eligible Organizations Put to Use a Variety of Unique Items Purchased from Surplus Property

When items no longer needed by West Virginia state agencies are sent to the West Virginia State Agency for Surplus Property (WVSASP), the goal is for eligible organizations and the public to purchase needed items at an affordable price. That goal was met in several instances during Fiscal Year 2019, as indicated below.

Town of Fayetteville Acquires Trucks from WVSASP to Serve as Snow Plows



The Town of Fayetteville added to its fleet with the purchase of trucks from the West Virginia State Agency for Surplus Property (WVSASP) to be used as salt trucks during the winter months. Superintendent Bill Lanham has been a longtime purchaser of property from the WVSASP, purchasing for both the Towns of Fayetteville and Dunbar during his 21 years in public service.

The Town of Fayetteville was able to stretch its budget during Fiscal Year 2019 with the purchase of trucks from the West Virginia State Agency for Surplus Property (WVSASP) to be used as salt trucks during the winter months.

“Buying WVSASP vehicles has been a fiscally conservative way to stretch our budget,” shared Town of Fayetteville Superintendent Bill Lanham. “For example, with the purchase of pickup trucks for salting city streets. Salt is very abrasive and it does not take a long time to cause rust to develop in the beds of the trucks.”

Lanham has been a longtime shopper of WVSASP. Over the course of his 21 years in public service, Lanham has purchased numerous vehicles, equipment, and office furniture, including desks, chairs, bookshelves, and filing cabinets.

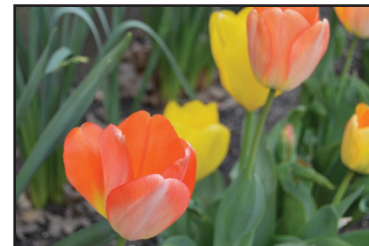
Kanawha County Schools Add Vehicles to Maintenance Fleet Thanks to WVSASP

Alan Cummings, Director of Purchasing and Supply Management with Kanawha County Schools, knows that for entities with limited time and budgets to purchase property brand new, the West Virginia State Agency for Surplus Property (WVSASP) is the way to go. For Kanawha County Schools, that meant purchasing used vans and trucks from WVSASP. The vehicles were added to the fleet to carry supplies and tools to the various schools and facilities to make repairs.

“The vehicles we received are in excellent shape and it’s apparent the equipment has been well maintained,” Cummings explained. “Surplus has allowed us to fulfill our needs by obtaining quality items quickly and at affordable prices.”

Free Tulips Made Available to Eligible Organizations

In May 2019, the West Virginia State Agency for Surplus Property (WVSASP) made available free tulip bulbs to registered eligible organizations. Some of the recipients of these tulip bulbs included the City of Philippi, Putnam County Aging, City of Madison, First Presbyterian Church, WV State Independent Living, the Department of Environmental Protection’s Operation Wildflower, and the WV Veteran’s Home.



Training for Agency Asset Coordinators a Success

More than 35 state agency fixed asset coordinators attended a training hosted by the West Virginia State Agency for Surplus Property (WVSASP) on April 11, 2019. During the event, attendees learned the basic requirements of maintaining their agency’s inventory, including the agency’s responsibilities related to entry requirements for the *wv*OASIS Fixed Asset System and proper retirement procedures. According to WVSASP Manager and Assistant Purchasing Director Elizabeth Perdue, the questions received during the event were engaging, and the fixed asset coordinators who attended were better prepared to manage their agency’s inventory as a result.



Surplus Property Facebook Page Reaches 4,400 Likes

To better market its inventory, news and upcoming events to its daily retail sales customers, eligible organizations and the public, the West Virginia State Agency for Surplus Property (WVSASP) maintains a Facebook page, which can be found online at www.facebook.com/WVSurplus.

During Fiscal Year 2019, this Facebook page reached more than 4,400 “likes.” The page is monitored throughout the day and week so that all comments and messages can be answered in a timely manner. Additional updates include the vehicle sales list, deals, and more.

Surplus Property Hosts 2019 Open House Event for Eligible Organizations and State Agencies

The West Virginia State Agency for Surplus Property (WVSASP) conducted an Open House for eligible

organizations, including nonprofits, state agencies and local government entities, on May 16, 2019, at its facility in Dunbar, West Virginia. Representatives from more than **25** eligible organizations attended the event to learn about the benefits of shopping at and partnering with WVSASP. In addition to state agencies, other attending organizations included the Clay, Calhoun, and Mercer County Boards of Education; Challenged Athletes of WV; Kanawha Valley Senior Services; and Water Matters in West Virginia.

During the Open House, WVSASP conducted two informational sessions focusing on the state and federal surplus property programs. WVSASP staff members were also available to meet with attendees individually to learn about their needs.

A post-event survey also revealed the following information:

- **88%** of respondents rated the event as “Excellent” or “Good.”
- **88%** of respondents indicated they were “Highly Likely” or “Somewhat Likely” to recommend WVSASP to other organizations.
- **50%** of respondents indicated they completed or updated an Application of Eligibility as a direct result of the Open House.

Surplus Property’s 2019 Customer Appreciation Day Offers Extended Business Hours

The West Virginia State Agency for Surplus Property (WVSASP) said “thank you” to its many loyal customers and “hello” to new ones at its Customer Appreciation Day on June 6, 2019.

As part of the event, WVSASP extended its normal hours of operation by staying open until 6 p.m. Assistant Purchasing Director and WVSASP Manager Elizabeth Perdue said this allowed for more people to attend the event, many of whom work throughout the day.

More than **35** customers attended the event to shop, discuss their property needs and take advantage of the special extended hours. Many of those attending expressed their appreciation to WVSASP for making shopping more convenient for their schedules.

State Travel Management Office

Information and statistics related to the State Travel Management Office and the travel-related contracts that are used by state employees are noted below:



The West Virginia State Agency for Surplus Property (WVSASP) hosted an Open House for Eligible Organizations on May 16, 2019. In the photo above, WVSASP Manager and Assistant Purchasing Director Elizabeth Perdue presents information on its programs and services to eligible organization attendees.

Statewide Contract for Car Rentals [Enterprise and Hertz]

To provide more cost-effective service to the state, the Purchasing Division elected to participate in car rental contracts with Enterprise and Hertz that were part of a national cooperative contract through NASPO ValuePoint.

Below is information relating to the cooperative contracts for rental vehicles.

Enterprise

The total number of rental days for the Fiscal Year 2019 was **76,149**, based on an expenditure of **\$2,002,624**, making the average cost of a rental car per day as **\$26.30**. Without a preferred car rental contract, the normal (average) daily rate is **\$70.00** for a savings of **\$3,327,711.30**.

Hertz

The total number of rental days for the Fiscal Year 2019 was **1,518**, based on an expenditure of **\$96,010.62**, making the average cost of a rental car per day **\$63.25**. Without a preferred car rental contract, the normal (average) daily rate is **\$70.00**, for a savings of **\$10,246.50**.

CDW (Collision Damage Waiver)

The state's rental car contracts include the insurance for collision damage waiver. The average cost of optional coverage provided by car rental companies is **\$30.00** per day. Based on **77,667** rental days, the state has saved **\$2,330,010.00** on rental insurance.

Statewide Contract for Travel Management Services [National Travel]

Year-end transactions include:

Exchanges	215
Refunds	18
Airline tickets	3,894
Service fees paid	\$94,990.09
Total Transactions	7,332
Cost	\$2,168,457.59
Full Fare	\$7,271,943.00
Savings	\$5,098,724.84

The Delta Partnership statistics for Fiscal Year 2019, as provided by Delta, indicated savings as shown below:

Tickets:	4,287
Cost:	\$1,235,124.00
Full Fare:	\$1,445,554.00
Savings:	\$210,430.00

Mileage Reimbursement Rate

The state of West Virginia adheres to the federal government's mileage reimbursement rate for privately-owned vehicles set by the U.S. General Services Administration, in accordance with the State Travel Rules.

In 2019, that rate was increased to **58.0** cents per mile, an increase of three and a half cents from the previous rate. The rate covers all operating costs, such as fuel, maintenance, and insurance, and no additional reimbursement will be made for such expenses.

The State Travel Management Office notifies state agency travel coordinators regarding this type of change. To view the State Travel Rules, visit: www.state.wv.us/admin/purchase/travel/TravelRule.pdf.

Legal Office

The Legal Office assists the Purchasing Division staff with ongoing legal and legislative issues, including drafting proposed legislation, addressing privacy issues, developing risk management solutions, overseeing all agency and central level protests, monitoring all terms and conditions, establishing templates and forms, and more.

Insurance Guide Created as Part of Multi-Agency Committee Efforts to Address Issues of Privacy, Risk, and Vendor Management

During Fiscal Year 2019, Purchasing Division General Counsel James Meadows participated on a multi-agency committee made up of representatives from the Office of Technology, the Board of Risk Management (BRIM), the State Privacy Office, and the Department of Administration's Cabinet Secretary's Office to develop an insurance guide to assist agency purchasers when developing contracts. The committee meets periodically to address issues of privacy, risks and vendor management.

Information contained in the insurance guide includes an outline of vendor insurance requirements, such as insurer rating, occurrence versus claims made insurance coverage, coverage term, cancellation and deductibles; types of coverage, including commercial general liability, automobile liability, Workers' Compensation/employer's liability, cyber liability, Builder's Risk/installation floater, professional liability, etc.; and information on understanding the Acord Certificate of Insurance.

According to BRIM Deputy Director and Claims Manager Robert Fisher, vendor insurance requirements are a vital part of any procurement process to ensure that the vendor is responsible for its own acts of negligence or for a contract violation, and not the State. He said that knowledge of insurance requirements falls outside the expertise of most folks who do the purchasing for the state. Therefore, a decision was made by the committee to prepare a document that could be included in the *Purchasing Division Procedures Handbook* to explain what various forms of insurance cover and why they are needed

in purchasing contracts.

Following the creation of this document, General Counsel Meadows said the committee's next goal was to look at how privacy can be addressed in solicitations and develop a Cloud Addendum that would hold vendors to specific privacy and security terms when they store state data in the cloud.

The Insurance Guide can be viewed online at www.state.wv.us/admin/purchase/handbook/2018/insurance.pdf.

Purchasing Division Continues to Partner with Attorney General's Office

The Purchasing Division continues to work closely with the Attorney General's Office, who reviews state contracts as to form. This relationship has served the Purchasing Division in many ways, including but not limited to negotiating terms and conditions with vendors, providing attorneys to represent the Purchasing Division in the event of protests, and modifying purchasing documents, including the *AIA Supplementary Terms and Conditions* and the *Agreement Addendum* (WV-96).

Deputy Attorney General John Gray has used his many years of experience to assist the West Virginia Attorney General's Office in fulfilling its mission. That includes providing skilled legal counsel and expertise to the Purchasing Division. During Fiscal Year 2019, the Purchasing Division updated the American Institute of Architects (AIA) Supplementary Conditions with the assistance of Gray, 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 modified the most recent 2017 version of the *AIA* documents.

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* which were signed by the Attorney General's Office, can be found online at www.state.wv.us/admin/purchase/aia.

Purchasing Division Maintains Debarred Vendor List

The Purchasing Division continually monitors the performance of vendors throughout each fiscal year. During Fiscal Year 2019, only one vendor was added to the Debarred Vendor List.

Protests During Fiscal Year 2019

W. Va. 148 C.S.R. 1-8 addresses the process by which a vendor may file a protest. There are two types of protests: protests of specifications, which must be filed with the Purchasing Division at least five

business days before the scheduled bid opening, and protests of contract award, which must be filed within five days of the date of contract award. All protests, regardless if related to transactions processed by the Purchasing Division or by agencies under their delegated authority, must be submitted to the Purchasing Division.

During Fiscal Year 2019, **12** protests relating to central purchasing transactions were filed with the Purchasing Division. Every possible effort is made by the Purchasing Division to ensure that the bid and contract award processes are conducted in strict accordance with West Virginia Code and the Code of State Rules to ensure fair and consistent treatment of vendors.

Of those **12** protests filed, **three** resulted in a change to the award of the contract. Based on the number of transactions processed by the Purchasing Division and the number of protests filed, the Purchasing Division has a **1.50%** rate of protests. This statistic reflects the percentage of purchase orders and contracts for which a protest of any type is filed for the fiscal year.

The action taken on protests filed may be to modify specifications, deny the relief requested or change the award decision. In only **0.35%** of the total transactions processed was the award decision changed. Stated another way, the award decision made by the Purchasing Division prevailed in **99.65%** of all transactions.

Recognizing Excellence

The Purchasing Division values the work performed by the agency procurement officers, and as a result, the tradition for the Purchasing Division to recognize those agency partners who display excellence in procurement practices continued during Fiscal Year 2019 with the *Agency Procurement Officer of the Year* (POOY) award and the new *Excellence in Specification Writing* (ESW) award. Many of the hundreds of hardworking state procurement professionals demonstrated noteworthy qualities on a daily basis, with many cost saving results.

The Purchasing Division presented the POOY award during the Agency Purchasing Conference on October 4, 2018. This recognition was announced during a special ceremony following the group luncheon. At the same time, the first-ever recipient of the Division's new ESW award was announced.

The criteria for the POOY award include such qualities as tenure, performance, internal training efforts, communication, cooperation and exerting a positive image. The ESW criteria focuses on scope, money, time, the administration of, and appearance/readability of the specifications and solicitation.

Agency Procurement Officer of the Year

The Agency Procurement Officer of the Year award was first introduced in 1996. Its purpose is to annually recognize one individual working in the procurement field who has demonstrated high levels of performance and professionalism.

Procurement Officer Chuck Bowman Adjutant General's Office

The Purchasing Division recognized Chuck Bowman, who serves as the primary designated procurement officer for the Adjutant General's Office, as its *2018 Agency Procurement Officer of the Year*.

"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."



Purchasing Director Mike Sheets is pictured above with 2018 Procurement Officer of the Year award recipient Chuck Bowman, a designated procurement officer for the Adjutant General's Office.

During the 2018 Agency Purchasing Conference, Purchasing Director Mike Sheets announced Bowman

as the recipient of the award and presented him with a framed picture of the state Capitol and a certificate signed by Governor Jim Justice.

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 include 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.

For a list of past winners, visit the Purchasing Division's intranet site at <http://intranet.state.wv.us/admin/purchase/Recognition>. The complete list of recipients is noted below:

- 2018:** Chuck Bowman (Adjutant General's Office)
- 2017:** Althea Greenhowe (Department of Health and Human Resources)
- 2016:** Darlene Hovatter (Division of Juvenile Services)
- 2015:** Angela Negley (Division of Natural Resources)
- 2014:** Bryan Rosen (Department of Health and Human Resources)
- 2013:** Becky Jones (West Virginia Lottery) and
Charlyn Miller (Division of Rehabilitation Services)
- 2012:** Bruce Blackhurst (Division of Juvenile Services)
- 2011:** Belinda Burdette (Alcohol Beverage Control Administration)
- 2010:** Les Smith (Division of Tourism)
- 2009:** Jamie Adkins (Department of Environmental Protection)
- 2008:** Pam Hodges (Regional Jail Authority)
- 2007:** Karen Lane (Division of Motor Vehicles)
- 2006:** Gloria Anderson (Division of Culture and History)
- 2005:** Diana Joseph (Division of Natural Resources)
- 2004:** Carole Woodyard (West Virginia State Police)
- 2003:** Syble Adkins (Department of Revenue)
- 2002:** Ratha Boggess (Treasurer's Office)
- 2001:** Bev Carte (Division of Natural Resources)
- 2000:** Lendin Conway (Department of Environmental Protection)
- 1999:** Jo Miller Bess (Department of Health and Human Resources)
- 1998:** Lt. Col. Jim Powers (West Virginia State Police)
- 1997:** Susie Teel (Department of Environmental Protection)
- 1996:** Edi Barker (Bureau of Employment Programs)

Excellence in Specification Writing

The Excellence in Specification Writing award program began in 2017. Its purpose is to annually recognize agencies that have developed quality specifications for competitive solicitations and is judged on the basis of scope, money, time, the administration of, and appearance/readability of the specifications.

Division of Highways

Specifications for a single axle dump truck with a hydraulic system, snow plow and VBox spreader

The Purchasing Division recognized the Division of Highways as its first-ever recipient of the *Excellence in Specification Writing* (ESW) award. The specifications were written for a single axle dump truck with a hydraulic system, snow plow and Vbox spreader.

The ESW award program was created to recognize agencies that have developed quality specifications for competitive solicitations and is judged on the basis of scope, money, timeliness, the administration of, and appearance/readability of the specifications and solicitation as a whole. All agencies that fall under the authority of W. Va. Code § 5A-3 are eligible for the *Excellence in Specification Writing* award.

The Division of Highways was announced as the winner during the Thursday luncheon at the 2018 Agency Purchasing Conference. During the ceremony, the specifications were described as complex. A total of five vendors bid on the solicitation, indicating that the specifications were clear and unbiased. Of the bids received, all were within the budgeted price estimated, showing that the agency did its research to predict the cost for what was specified. The time from solicitation to award was appropriate and no lag of time existed between each step in the process. Finally, there was minimal back and forth between the agency and the Purchasing Division, indicating that action was taken when needed, moving the solicitation through the process quickly.

For more information on the ESW award program, visit <http://intranet.state.wv.us/admin/purchase/Recognition/ESWAward.html>. The complete list of recipients is noted below:

2018: Division of Highways



Purchasing Director Mike Sheets is pictured above with representatives from the Division of Highways, who received the first-ever Excellence in Specification Writing award. The award was presented at the 2018 Agency Purchasing Conference.

Annual Statistical Data

FISCAL YEAR 2019 AWARD TRANSACTION SUMMARY

New Purchasing Award Transactions and Delivery Orders

Designation	Total Count	Percentage	Total Amount	Percentage
In-WV*	15,368	49.13%	\$153,597,903.17	42.44%
Out-WV	15,911	57.56%	\$208,280,101.40	57.56%
TOTAL	31,279	100.00%	\$361,878,004.57	100.00%

**In-state vendors are based on the ordering address selected by the procurement officer on the award document.*

Average Contract Value (Excluding Delivery Orders):	\$121,651.33
Average Transaction Amount (Including Delivery Orders):	\$11,569.36

Procurement Type Breakdown

Procurement Type Name	Total Count Per Type	Count Percentage	Procurement Type Amount	Amount Percentage
Central Purchase Order	306	.98%	\$64,672,151.35	17.87%
Central Contract	214	.68%	\$16,848,844.20	4.66%
Central Master Agreement*	628	2.01%	\$0.00*	0.00%
Central Direct Award	76	.24%	\$8,884,527.11	2.45%
Central Emergency Purchase	34	.11%	\$10,484,414.64	2.90%
Statewide Contract (Open-End)*	37	.12%	\$0.00	0.00%
Agency Delivery Order**	29,393	94.05%	\$136,092,381.15	37.61%
Central Delivery Order	541	1.73	\$124,894,926.36	34.51%
Other***	25	0.08%	\$759.76	0.0002%
TOTAL	31,254	100.00%	\$361,878,004.57	100.00%

*Central Master Agreements, including Statewide Contracts, are open-end contracts issued by the Purchasing Division from which delivery orders may be made. A delivery order issued from a Central Master Agreement at the agency level is an agency delivery order. Delivery orders that must be processed through the Purchasing Division are central delivery orders.

** For the purpose of this Annual Report, only agency delivery orders made against a Central Master Agreement issued by the Purchasing Division are included.

***The "other" category includes central sole source procurements, piggyback delivery orders, agency cancel and re-award procurements, and central cancel and re-award procurements.

**** Because of the differing ways in which wvOASIS calculates total contracts processed in the system as a result of multiple state procurement officials contributing to the procurement process, there are conflicting total contract counts found within this report's data. The number selected for the official record are the highest total in order to reflect the most accurate amount of state agency work processed.

Top Agencies by Volume

(including Award Transactions and Delivery Orders)

Agency	Total Volume	Amount Percentage	Total Count	Total Percentage
Health and Human Resources	\$78,601,869.90	21.72%	2,920	9.34%
Division of Highways	\$53,327,528.11	14.73%	759	2.43%
Division of Natural Resources	\$37,678,775.66	10.41%	880	2.82%
Department of Revenue	\$28,339,896.18	7.83%	817	2.61%
General Services Division	\$19,933,715.97	5.51%	1,035	3.31%
West Virginia Development Office	\$15,698,547.68	4.34%	435	1.39%
Information Services and Communications	\$15,050,415.69	4.16%	555	1.78%
Department of Environmental Protection	\$12,561,195.62	3.47%	2,650	8.48%
Veteran's Assistance	\$9,094,303.14	2.51%	2,395	7.66%
Division of Motor Vehicles	\$7,770,170.49	2.15%	673	2.15%
Division of Corrections and Rehabilitation	\$5,810,011.82	1.60%	7,703	24.65%
Workforce West Virginia	\$2,385,574.37	.66%	308	.98%
Division of Rehabilitation Services	\$1,435,245.77	.40%	1,055	3.38%
Public Service Commission	\$1,296,574.42	.36%	456	1.46%
Division of Culture and History	\$682,626.78	.19%	349	1.12%
Department of Education	\$1,763,402.98	.49%	1,242	3.97%
Others*	\$70,448,149.99	19.47%	7,022	22.47%
TOTAL	\$361,878,004.57	100%	31,254	100%

* Note that state agencies that are fully or partially exempt from the Purchasing Division's authority may issue delivery orders against the Purchasing Division's Statewide Contracts. The statistics above include delivery orders that are processed at the agency level against Statewide Contracts issued by the Purchasing Division.

Top 20 Frequently-Purchased Commodities by Count*

(Including Delivery Orders)

Commodity Type and Name	Total Count	Count Percentage	Total Value	Value Percentage
44120000 – Office Supplies	29,007	21.22%	\$2,442,687.09	0.66%
93131607 – Food distribution services	26,954	19.71%	\$755,123.97	0.21%
23150000 – Industrial process machinery and equipment and supplies	8,667	6.34%	\$1,951,008.85	0.53%
80161801– Photocopier rental or leasing service	4,831	3.53%	\$2,087,877.11	0.57%
44101501 – Photocopiers	4,428	3.24%	\$478,550.99	0.13%
78181507 – Automotive and light truck maintenance and repair	3,205	2.34%	\$3,455,190.62	.94%
50202301 – Water	3,194	2.34%	\$423,220.63	0.12%
85101601 – Nursing services	3,102	2.27%	\$5,823,941.45	1.58%
15100000 – Fuels	2,896	2.12%	\$9,238,891.00	2.51%
83111603 – Cellular telephone services	2,675	1.96%	\$1,482,962.98	0.40%
43210000 – Computer equipment and accessories	2,431	1.78%	\$5,324,309.81	1.45%
47131801– Floor cleaners	2,301	1.68%	\$705,340.27	0.19%
76110000 – Cleaning and janitorial services	1,740	1.27%	\$16,242,956.19	4.42%

Commodity Type and Name	Total Count	Count Percentage	Total Value	Value Percentage
27110000 – Hand tools	1,552	1.14%	\$138,107.21	0.04%
81112103 – World wide web WWW site design services	1,185	0.87%	\$1,797,103.93	0.49%
78131804 – Document storage services	1,184	0.87%	\$588,301.17	0.16%
80111613 – Temporary manual labor	1,182	0.86%	\$1,771,647.12	0.48%
53102700 – Uniforms	1,175	0.86%	\$203,650.57	0.06%
80111606 – Temporary medical staffing needs	1,080	0.79%	\$2,933,300.30	.80%
14110000 – Paper products	1,000	0.73%	\$898,387.97	0.24%
TOTAL	103,789	100.00%	\$58,742,559.23	100.00%

**The commodity data is based on UNSPSC Codes, which are used in the wvOASIS Enterprise Resource Planning System, and is extracted at the commodity level, not by transaction. Therefore, the total count is higher since each transaction may have more than one commodity line.*

***In order to assemble a clear picture of top commodities procured by commodity code, data had to be compiled and analyzed from differing parts of the wvOASIS system in order to piece together the concise and legible chart included for FY2019.*

Notable Contracts Issued During Fiscal Year 2019

Department of Health and Human Resources (DHHR)

Forensic Critical Imaging System - *Projected Contract Life Value of \$445,000.00*

The Office of the Chief Medical Examiner within DHHR's Bureau for Public Health solicited bids for the purchase of a new Forensic Critical Imaging eXero-dr (digital radiography) full body scanning system or equal to interfact with the C-Arm to the viewing station. The forensic full body scanner would assist the forensic pathologist in determining focal and progressive prints for external and internal examination and establish an efficient record for the case file.

Continuation of Processing RISE Bids

The Purchasing Division continues to process Centralized Master Agreements (CMAs) for the RISE program. These contracts were issued to facilitate the reconstruction of homes damaged during the historic 2016 flooding. During Fiscal Year 2019, the Purchasing Division processed a total of nine CMAs accounting for 196 homes totaling \$27,575,559.14.

Significant Limitations on Reporting

General Accounting Expenditures (GAX) Payments

Approximately \$3 Billion

The *wv*OASIS Enterprise Resource Planning system allows agencies to create payment transactions called General Accounting Expenditures (GAX). These transactions do not require any reference to a contract and cannot accurately account for spend on that contract. Therefore, these payments cannot be included in the reported statistics in this Annual Report.

During Fiscal Year 2019, according to *wv*OASIS reporting, the state of West Virginia processed **360,135** GAX payment transactions for a total payment of **\$3,010,266,786**. The average GAX payment was **\$8,358.71**.

West Virginia Purchasing Card Procurements

Approximately \$476 Million

The Purchasing Division is responsible for issuing the contract to administer the West Virginia Purchasing Card Program. In coordination with the State Auditor's office, this program processes payments made by state employees authorized to use their Purchasing Card. If the Purchasing Card transaction is not referenced to an existing contract, the Purchasing Division is unable to connect the

payment to a specific contract. For Fiscal Year 2019, according to *wv*OASIS reporting, the state of West Virginia processed **343,947** Purchasing Card transactions for a total payment of **\$476,977,995.80**. The average Purchasing Card payment was **\$1,386.77**.

Comparability with Legacy Systems

Most of the data presented in this Annual Report is based upon established reports made available to the Purchasing Division through the Business Intelligence feature of the *wv*OASIS Enterprise Resource Planning system.

Many legacy systems, including the TEAM Automated Purchasing System that was used for processing and reporting from 1991 to 2014, were used to calculate statistical data for this Annual Report in the past.

Any comparison between the Fiscal Year 2019 Annual Report and prior annual reports using these legacy systems for reporting is subject to significant variation and should be considered with proper caution.

Use of Statewide Contracts by Exempt Agencies

As a result of state agencies acquiring legislative exemptions to W. Va. Code § 5A-3, the West Virginia Enterprise Resource Planning (ERP) Board has converted many Purchasing Division-administered contracts in the *wv*OASIS system for use by the newly-exempt agency. After the effective date of the legislative exemption from the Purchasing Division, these agencies continue to benefit from the centralized contracting process. Competitively-bid contracts created by the Purchasing Division in previous fiscal years and used by currently-exempted agencies accounted for millions in exempted state agency spend during Fiscal Year 2019.

Legislative Action

Following the passage of Senate Bill 283 during the 2018 Legislative Session, the Purchasing Division was tasked with promulgating Rules. Those Rules, as passed during the 2019 Legislative Session and effective April 1, 2019, included the following changes:

- **Contract Cancellation: Section 5.2.a.7.** – Allows for immediate contract cancellation if an award is made in error.
- **Vendor Suspension: Section 5.4.** – Allows for suspension of a vendor after the first occurrence and eliminates the “pattern of performance” requirement.
- **Debarment: Section 5.5.f.** – Clarifies that related party debarment can occur concurrently with debarment of the bad actor and allows the Purchasing Director to consider an entity to be related if that entity fails to fully provide requested information.
- **Vendor Fee: Section 6.1.c.4.** – Clarifies that direct award vendors are required to pay the vendor registration fee if the vendor receives a contract unrelated to the direct award.
- **Preference Requirements: Section 6.4.d.** – Clarifies vendor preference and reciprocal preference submission requirements. Vendors must request the applicable preference and provide specific documentation to prove it applies at the time of bid submission.
 - *Reciprocal preference* requires vendor to provide all documentation necessary to prove its status as a resident of West Virginia, as that term is defined in W. Va. Code § 5A-3-37(a), at the time of bid submission. That required documentation must include:
 - **6.4.d.1.A.** A Certificate of Good Standing from the West Virginia Tax Division;
 - **6.4.d.1.B.** Secretary of State (SOS) filings or affidavit confirming that the headquarters or principal place of business is in West Virginia, along with a copy of a utility bill in the name of the business entity if not required to file with SOS;
 - **6.4.d.1.C.** Most recent personal property tax ticket showing taxes have been paid; and
 - **6.4.d.1.D.** An affidavit confirming that the business entity has paid all applicable business taxes imposed by Chapter 11 of the West Virginia Code.
 - *Motor Vehicle and Highway Equipment Preference* requires various forms of documentation based on preference requested. Preference as a West Virginia vendor requires the above. Other preference requests require additional documentation.
- **Specification Development: Section 6.5.d.** - Standardization exception recognized in specification development section.
- **Direct Award: Section 7.5.a.** - Sole source language changed to direct award to provide consistency with West Virginia Code.
- **RFP Scoring: Section 7.7.c.** - RFP scoring modified to allow for best in class, cross comparison, etc.
- **Cooperative Contracting: Section 7.8.** - Cooperative procurement modified to streamline the process. Now only have to show that the cooperative contract is valid, properly awarded, financially advantageous, and comparable to what can be obtained through competitive bidding; that the contract does not conflict with existing contracts that the spending unit is required to utilize; and that such action is in the best interest of the state of West Virginia.
- **Secondary Bidding: Section 8.4 and Section 12.** - Secondary bidding reference changed to “Prequalification Agreement” and “Delegated Prequalification Bidding.”
- **Standardization: Section 14** – Requires that all vendors be treated equally in the standardization process.

Goals and Objectives

Goal

Provide educational and informative tools to agency procurement officers to ensure the State is achieving the best value.

Objective:

Provide training on purchasing rules, regulations and procedures to representatives of at least 75% of all state agencies under the Purchasing Division's authority (excluding boards and commissions) at the agency's annual Purchasing Conference.

Fiscal Year 2019 Performance Measure: 80% of agency representatives in attendance

Objective:

Conduct a minimum of 30 hours of in-person training workshops for agency purchasers on purchasing laws, rules and procedures.

Fiscal Year 2019 Performance Measure: 108 hours of in-person training workshops offered

Objective:

Make available on the Purchasing Division's website a minimum of 10 online resource modules for agency purchasers on purchasing laws, rules and procedures.

Fiscal Year 2019 Performance Measure: 14 online resource modules available

Objective:

Monitor purchasing training activity on 100% of all agency designated procurement officers and other state employees who conduct purchasing as a primary job function who have been reported to the Purchasing Division.

Fiscal Year 2019 Performance Measure: 100% of agency designated procurement officers monitored

Goal

Ensure accountability through proactive auditing and documentation review.

Objective:

Maintain a rate for formal protests of four percent or less through dispute resolution and process education.

Fiscal Year 2019 Performance Measure: 1.50% protest rate