

FISCAL YEAR 1999 ANNUAL REPORT



June 30, 1999

The Honorable Cecil H. Underwood
The Honorable Members of the West Virginia Legislature
Citizens of West Virginia

The West Virginia Purchasing Division is pleased to offer its first **Annual Report**. The purpose of this document is to outline our organizational structure and statutory authority, and to highlight our accomplishments and major initiatives for the Fiscal Year 1999.

This report has been prepared to briefly explain the impact which our agency has had in state government through the various programs which we administer. Our customers include state agencies, political subdivisions, businesses, and the general public.

The Purchasing Division was created in §5A-3-1 et seq of the West Virginia Code and its

operating procedures outlined in the Legislative Rules and Regulations (148 CSR 1). An agency under the Department of Administration, the Purchasing Division was organized into three sections during this fiscal year period: Acquisitions and Contract Administration, Administrative Services, and Operations. Each of these sections have assigned responsibilities which are detailed within this report.

Thank you for your interest in the West Virginia Purchasing Division.

Dave Tincher, CPPO

Director, West Virginia Purchasing Division





Statutory Authorization

The Purchasing Division was created and its duties outlined in the *West Virginia 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, travel and leasing services to various state agencies."

The Purchasing Division operates in adherence to its **Legislative Rule** (148 CSR 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.

Division Responsibilities

Acquisition & Contract Administration Section

This section is responsible for the procurement of products and services over \$10,000 for all state agencies, with emphasis on buying the best quality for the least cost to taxpayers. The administration of the State Purchasing Card Program is monitored by this section. Other areas of responsibility include professional development and contract management.

Administrative Services Section

This section is responsible for various programs and services, including the automated purchasing system (TEAM), fleet management, State Capitol parking, inventory management, records management, Surplus Property Program, travel management, vendor registration, and purchase order encumbrance.

Operations Section*

This section operates the *Consolidated Publishing Facility*, which offers a variety of duplication services. The Quick Copy Convenience Centers and the Quick Copy Color Center produce online digital duplication products. These centers offer online bindery services, including collation, tape binding, GBC finishing, side saddle and corner stitching, and offline folding and padding. The Central Stockroom offers forms, paper and envelopes to state agencies. The Quick Copy Center locations are as follows: Capitol Complex Color Center (Building 7); Docutech Center (311 Jefferson Street); Division of Environmental Protection (Nitro); Bureau of Employment Program (Kanawha City).

*Please note that effective December 1, 1999, the Consolidated Publishing Facility was closed and all requests for printing services were directed to the West Virginia Prison Industries. The Operations Section was dissolved after this closure.



GENERAL INITIATIVES

Pursuing West Virginia Business

The Purchasing Division is statutorily limited as to the preference which it can offer to West Virginia businesses in the competitive bidding process. The **West Virginia Code**, §5A-3-37, includes a preference for resident vendors for up to 5 percent; however, the stipulations are complex and rarely affect the award process. Due to this limited authority, the Purchasing Division has been eager to pursue other initiatives during this fiscal year which have proved helpful to state businesses. During the 1999 fiscal year, nearly 70 percent of state contracts were awarded to West Virginia businesses, totaling more than \$350 million. Some of the initiatives made during this fiscal year to increase this percentage included:

♦ 1999 Vendor Purchasing Conference

The first-ever vendor purchasing conference, targeting only West Virginia businesses, was conducted May 17-19 at Canaan Valley State Resort & Conference Center. Approximately 100 state vendors participated. Positive feedback was received throughout the conference. Small workshop sessions and one-on-one consultations were offered to the participants. Due to the overwhelming success, the Purchasing Division is making this conference an annual event.

♦ Toll-free Telephone Number

A toll-free telephone number (1-800-BIDS2WV) is available to vendors within West Virginia who need general information or would like to request bid packages.

♦ <u>West Virginia Purchasing Bulletin</u>

This publication, which is distributed twice monthly to paid, registered vendors, advertises bid opportunities over \$10,000. The Purchasing Bulletin may also be viewed by paid registered vendors on the Purchasing Division's website.

♦ Online Request for Bid Packages

Vendors may requests bid packages online which are listed in the **West Virginia Purchasing Bulletin**. This feature is available at the Purchasing Division's website (www.state.wv.us/admin/purchase) at the **West Virginia Purchasing Bulletin** link.

Vendor Handbook

Information helpful to businesses interested in pursuing state government as a customer may be found in the recently published vendor handbook, "The ABC's of Doing Business with the State of West Virginia."

Contract Review Process

West Virginia vendors are invited periodically to assist the Purchasing Division's buying staff in reviewing statewide contracts which are being considered for rebid or renewal.

♦ Internet Website

The Purchasing Division has developed a special section on its website to assist the vendor community. The **Vendor Resource Center** (www.state.wv.us/admin/purchase/vrc/default.htm) offers purchasing forms, the **Legislative Rule**, freight terminology, units of measure, the online vendor handbook, the notice of intent to award, an agency procurement listing, and terms and conditions.

Best Value Purchasing

Maintaining its efficient and ethical procurement practices, the Purchasing Division has incorporated a more practical philosophy, resulting in more expedient and cost-effective acquisitions. The *Best Value Purchasing* philosophy is used primarily for complex, high dollar purchases over \$250,000. This amount was increased this fiscal year from \$100,000 to eliminate a timely process for small dollar purchases.

Using Requests for Proposals, this process selects the offer which is most advantageous to the state based on comparing and evaluating all pertinent factors <u>in addition</u> to cost, so that the overall combination that best serves the state's interest is chosen. Cost represents a minimum of 30 percent of the total criteria. Individuals who serve on the committee reviewing the proposals must be trained by the Purchasing Division prior to the evaluation.

Best Value Purchasing has five main principles:

- Simplify the procurement of commodity items and services;
- Build an infrastructure for electronic commerce:
- Procure information technology based on best value:
- Develop beneficial partnerships with vendors;
- Solve problems with solicitations.

State Purchasing Card Program

In October of 1997, the state of West Virginia implemented a Purchasing Card Program as a pilot, using seven agencies in state government. This year, the program has resulted in nearly \$5 million a month in small dollar purchases by agency personnel.

Purchases up to \$1,000 per transaction for materials, supplies and designated services may be made using the Purchasing Card Program. This program was established to provide an efficient, cost-savings method of procuring and paying for small purchases. All transactions are authorized by VISA.

Year 2000 Compliant

The TEAM automated purchasing system has been modified to ensure Year 2000 compliancy. An upgrade was completed during the fiscal year to make the necessary changes.

Training Programs Offered to State Agencies and Vendors

Training has been a key initiative for the Purchasing Division during this fiscal year. Below are some of the training sessions conducted by our staff:

♦ Agency Purchasing Conference (October 26-29, 1998)

Informational workshops targeting state procurement officers

Attendance: 180

♦ Vendor Purchasing Conference (May 17-19, 1999)

Informational workshops and one-on-one consultation sessions targeting West Virginia businesses

Attendance: 92

Purchasing Card Seminars

Overview of the Purchasing Card Program
Offered to all state employees on the last Friday of each month

♦ PO Encumbrance Module

Training offered to state agency representatives during April, 1999

Attendance: 107

In addition, a training program was included as a workshop during the Higher Education Spring Conference on April 15, 1999. Representatives from all state colleges and universities were present.

Open Purchasing Forums

Informal discussion on purchasing-related issues Offered each Wednesday during April, 1999

All state employees were invited to attend

Total Attendance: 19

♦ TEAM Purchasing System Classes

Offered each month to acquaint state employees with the automated TEAM Purchasing System

♦ WVFIMS Fixed Assets Training

Offered upon request to acquaint state employees with the WVFIMS Fixed Assets System

<u>ACQUISITIONS AND CONTRACT ADMINISTRATION</u>

Change in Purchasing Levels

The dollar threshold for non-competitive bids increased from \$500 to \$1,000, effective July 1, 1998. This change greatly affected the Purchasing Card Program which also adjusted its limits accordingly.

Effects of Best Value Purchasing Implementation

This method of purchasing (explained under General Initiatives on page 4) was implemented which caused several changes to the RFP process. The previous two step (technical and cost) bid opening process was reduced to one, with the technical and cost proposals opening at the same time. The "written technical score" and "notice of intent to award" to the vendors were also eliminated.

The estimated value of projects to be procured using the Request for Proposal process increased from \$100,000 to \$250,000. This resulted in a reduced usage in this process which uses all factors, including but not solely limited to cost, in evaluating an award. A standard format has been established in preparing RFP's, which are now reviewed by two Purchasing Division staff members prior to award. In addition, a requirement for individual agency training and Purchasing Division approval of the evaluation committee members were implemented. The committees must follow a revised standard RFP evaluation process to ensure efficiency and consistency in making contract awards.

Changes were also made to the vendor protests procedures, reducing it from a two to one step process. The Purchasing Director now has the option to stop or continue projects during a vendor protest, which allows for important project to continue while disputes are being resolved. A formal hearing, which previously was an option of the protestor, is now an option of the Purchasing Director. Knowledge of the bid opening and award dates was previously the responsibility of the state to notify the vendor; however, the new procedures place the responsibility on the vendor for such information, placing emphasis on the vendor to adhere to the specified timeframes.

Equipment Contract Orders

The Equipment Contract Order (ECO) requirement on all statewide contracts was removed with the exception of vehicles. This change expedited the procurement cycle for agencies by requiring no advance Purchasing Division approval, thereby saving time from reducing the paper flow to the Purchasing Division.

New Statewide Contracts

The Purchasing Division issues approximately 100 statewide contracts which must be utilized by agencies and may also be used by authorized political subdivisions. Due to the volume of these contracts, the lowest cost per item can be realized. This fiscal year, five new statewide contracts were created:

SWC-CRental-98: Car rental

SWC-EDMS-99: Electronic Document Management System

SWC-Office-98: Office Supplies **SWC-MSSW-99:** Microsoft Software

SWC-TMEK-99: Travel Mate Portable Facilities

State Purchasing Card Stipulation on Statewide Contracts

A new stipulation on statewide contracts requires that vendors accept the State Purchasing Card for qualifying purchases as a condition of award.

ADMINISTRATIVE SERVICES

Automation Unit

Website Enhancements [www.state.wv.us/admin/purchase]

The Purchasing Division has enhanced its website existence to provide more valuable information to state agencies, businesses and to the general public.

State agencies may view such publications as *The Buyers Network*, the division's monthly newsletter, and *The Travel News*, a quarterly newsletter published by the State Travel Management Office. The online version of the <u>Agency Purchasing Manual</u> is available as well as a directory of services, state travel information, 1999 fleet lease rates, staff telephone numbers and email addresses, the Purchasing Division's Legislative Rule, and information on statewide contracts and commodity assignments.

The Purchasing Division also maintains a website on the state's Intranet, which offers the following downloadable forms available in PDF format:

- ♦ Agreement (WV-48): Standard agreement used between vendors and agencies
- ◆ Purchase Requisition (WV-35): Standard form used by state agencies for commodities, printing, and services requisitioned through the Purchasing Division
- ♦ Release Order (WV-39): Form used for orders against most statewide and open-end contracts.
- ♦ Resident Vendor Preference: Recommended form used in Request for Quotations and other bid documents; designed to aid resident vendors who wish to apply for instate preference.
- ◆ TEAM / IE Access or Delete Form: Form used for requesting (or deleting) a TEAM purchasing system user profile.
- ♦ Travel Management Forms: A link to various travel management forms which are available on the Internet.
- Vendor Performance (WV-82): Form used to track the performance of a vendor or of its product.
- Vendor Registration & Disclosure Statement (WV-1 and WV-1A): Forms used for registering vendors to do business with the state of West Virginia.
- ♦ Verbal Bid Quotation Summary (WV-49): Recommended form for documenting verbal bid requirements for small purchases between \$1,000 and \$5,000.

Other information on our Intranet site includes a statewide contract listing, internet e-mail addresses, *The Buyers Network* issues, the *Purchasing Bulletin* (bi-monthly publication distributed to vendors listing solicitations expected to exceed \$10,000), and the *Purchasing Jeopardy* game, which was used at the 1997 and 1998 Agency Purchasing Conferences.

To address our vendors' needs, the Vendor Resource Center was created to offer helpful information to those currently or considering to do business with the state of West Virginia. Information available includes notice of intent to award, "The ABC's of Doing Business with the State of West Virginia: A Vendor Guide", the Purchasing Division's Legislative Rule, a procurement officer listing, terms and conditions, units of measure, freight terms, downloadable forms and access to the online *West Virginia Purchasing Bulletin*.

Administration Unit

Vendor Registration: A total number of **9,063** Vendor Registration and Disclosure Statement forms were processed during the 1999 fiscal year. Of this amount, **5,259** forms were to renew registration and **1,146** were from new vendors. As of June 30,1999, the Purchasing Division collected \$288,258 in revenue through the Vendor Registration Program.

PO Encumbrance Module: The West Virginia Financial Information Management System (WVFIMS) Purchase Order Encumbrance Module was successfully implemented with all agencies using the system by May 1, 1998. As a result, all purchase orders with a fixed amount were placed on the PO Encumbrance Module and encumbered. Total number of documents encumbered by the Purchasing Division, which includes all purchase orders executed by both the Purchasing Division and Higher Education, is **5,621**.

Fixed Assets (Inventory Management) System: The Purchasing Division successfully completed the implementation of the WVFIMS Fixed Assets System. State agencies are required to submit a certification to the Purchasing Division on July 15 of each year, indicating that assets have been properly entered. All agencies are now entering their fixed assets with an acquisition value of \$1,000 or more on the WVFIMS Fixed Assets System. As such, property retirement procedures must be followed or the asset will remain in the agency's inventory. The value of assets in the WVFIMS Fixed Assets System as of the end of the 1999 fiscal year was \$740,221,827.85.

Travel Management Office

Car Rental Statewide Contract: In 1997, the state had no preferred car rental vendor. The average cost of renting a vehicle on business travel was \$48.56 per day for a total of \$386,961.67 annually. In 1998, with the new statewide contract with Avis, the average cost of car rental dropped to \$40.18 based on a total of 7,303 car days, saving the state \$61.199.14.

Travel Regulations: The State Travel Regulations were revised to adopt the federal per-diem rate for meals.

Fleet Management Office

Overall Service: This program provided overall management services for approximately **1,400** vehicles and ensured that the vehicles were appropriate to the transportation needs of the users by coordinating with state agencies.

- Vehicle Purchases: During model year 1999, approximately **240** vehicles were purchased through the Fleet Management Program to be leased to state agencies. The total amount spent on this year's vehicle order was **\$4,382,378.83**.
- Option for Program Exemption: Several agencies, including the West Virginia State Police and some institutions under Higher Education, opted to participate in the state Vehicle Leasing/Maintenance Program even though these agencies are legislatively exempt from the program.
- PHH Card Reduction: The PHH Credit card fee was reduced from \$2.50 per card each month to \$.80, resulting in an estimated savings of \$30,000 annually. PHH is the contractor for vehicle maintenance services to the state.
- Vehicle Authorization: Authorization to state agencies for accident reporting was delegated, allowing for more timely vehicle repairs.

Surplus Property Unit

- State Surplus Property Program: Sales for the State Surplus Property Program totaled \$2,747,642 for fiscal year 1999, which included a Division of Public Safety helicopter sold at \$1 million (\$990,000 was reimbursed to the agency). The total sales include negotiated sale (\$739,408), weekly sealed bids (\$358,041), statewide sealed bids (\$1,032,316) and public auctions (\$617,877).
- Federal Surplus Property Program: The total amount acquired through sales was \$270,856. Negotiated sale offers federal property located at the Dunbar location at a fixed price to eligible groups, such as state agencies, political subdivisions and certain nonprofit organizations which have an approved **Application for Eligibility** on file.
- *U.S. General Services Administration Bi-Annual Review:* In September of 1998, representatives of the mid-Atlantic region of the U.S. General Services Administration conducted a bi-annual review of the Federal Surplus Property Program in West Virginia.
 - The review team's report concluded that the West Virginia operation "still remains one of the better managed programs for administering the federal surplus property program." Based on its findings, GSA recommended that the WV Surplus Property operation be reviewed every four years in lieu of every two. West Virginia is the only state in the mid-Atlantic region with this distinction.
- Hopemont Public Auction: The Surplus Property Unit conducted a public auction at Hopemont State Hospital (Preston County) on August 8, 1998. Property was gathered from agency locations in the area to sell to the public through competitive bid.

State Capitol Parking

Preparation of the State Capitol Parking Building: This office successfully relocated 250 parking patrons from the Division of Motor Vehicle parking lot in preparation of the construction of the State Capitol Parking Building. On October 25, 1999, the parking building opened, accommodating 788 parking patrons, including state employees and visitors.

OPERATIONS*

Consolidated Publishing Facility

Quick Copy Convenience Center: Four quick copy convenience centers provide digital duplication services for state agencies and political subdivisions. These centers are located within the Kanawha County area, ranging from the State Capitol Complex to Kanawha City to Nitro.

Offset Print Consolidation: In August of 1998, an agreement between the Department of Administration and the Division of Corrections resulted in the consolidation of two state printing resources. For years, two separate print shops, Consolidated Publishing Facility (CPF) and Prison Industries, competed for state business. Two high-volume printing presses and 20 employees from the offset print unit was transferred from CPF to Prison Industries.

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Legislation Passed During 1999 Session

During the 1999 Legislative Session, several bills were passed and submitted to Gov. Cecil Underwood.

Below is an explanation of the bills affecting the Purchasing Division.

Senate Bill 117

This bill requires that when agencies develop specifications for new construction projects the roof must be sloped. This specification is to prevent roofs from collapsing due to snow or rain which may occur with flat roofs.

House Bill 2673

Referred to as the Sunset Bill, this legislation allows the Purchasing Division to continue to operate for the next two years.

Senate Bill 666

This legislation addresses design build issues. When bidding a construction project, the architect and the contractor may be combined into one contract. In addition, a board has been created within this bill to include representatives from the AFL-CIO, Contractors Association of West Virginia and state government, who will assist in evaluating the award criteria for projects that qualify for the design build process.

Senate Bill 677

This bill affects intrastate air transportation and requires the Purchasing Division to solicit bids for a contract that would provide for this transportation service. This contract will be underwritten by an amount appropriated by the State Legislature.

House Bill 2730

This legislation prohibits the award or renewal of a contract through the Purchasing Division to any vendor which owes the state of West Virginia any taxes or penalties (in the amount of \$5,000 or more).

Senate Bill 273

This bill incorporates two separate issues: the Purchasing Card Program and the Purchasing Division's Legislative Rule.

In regard to the Purchasing Card Program, a change in the procedures was made to increase the purchasing limit in the case of an emergency. Also, the procedures were modified to include the use of the Purchasing Card on statewide contracts.

Vendor Protest Procedures

As an act by the 1999 West Virginia State Legislative Session, Senate Bill 273 approved new regulations affecting the vendor protest procedures. A change from a two to one level process allows for more expeditious resolution of vendor protests.



Mission Statement

The mission of the West Virginia Purchasing Division is to:

- improve the quality and efficiency of the services provided to all spending units;
- to build lasting and respected relationships with the people and vendors who provide goods and services used by and for the people of West Virginia; and,
- to assure all West Virginians that the services we provide and the purchases we make are conducted fairly and honestly to produce economical and effective results.

Central Headquarters

The main office of the West Virginia Purchasing Division is located at 2019 Washington Street, East, in Charleston. Over 35 staff members moved to this location in October of 1997.

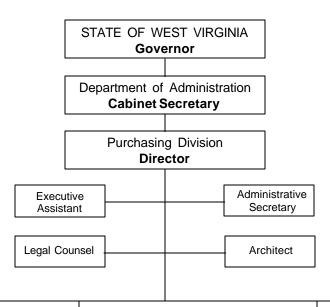
Other locations operated by the Purchasing Division include the Surplus Property Unit in Dunbar and the Consolidated Publishing Facility and the Central Stockroom, both in Charleston.



PURCHASING DIVISION Quick Contact Reference Guide

	Telephone#	Location
DIRECTOR'S OFFICE David Tincher, Director	(304) 558-2538	Main Office
Diane Holley, Executive Assistant Debbie Watkins, Administrative Secretary	(304) 558-0661 (304) 558-3568	Main Office Main Office
Acquisition & Contract Administration Curt Curtiss, Assistant Director Bid Requests	(304) 558-7838 (304) 558-2063	Main Office Main Office
Team 1 Ron Price, Buyer Supervisor John Johnston, Buyer Pam Jones, Senior Buyer Charlyn Miller, Senior Buyer	(304) 558-0492 (304) 558-2402 (304) 558-0067 (304) 558-2596	Main Office Main Office Main Office Main Office
Team 2 Evan Williams, Buyer Supervisor Jim Jackson, Senior Buyer	(304) 558-2316 (304) 558-0468	Main Office Main Office
Administrative Services Section Automation Unit Dan Miller, Manager	(304) 558-2314	Main Office
Administration Unit Jo Ann Dunlap, Manager	(304) 558-0059	Main Office
Capitol Parking Janice Boggs, Manager	(304) 558-0086	Main Office
Fleet Management Office Janice Boggs, Manager	(304) 558-0086	Main Office
Surplus Property Program Ken Frye, Manager	(304) 766-2626	Dunbar
TravelManagement Catherine DeMarco, Manager	(304) 558-2613	Main Office
OPERATIONS SECTION Vacant, Assistant Director	(304) 558-2136	311 Jefferson St. Charleston, WV
Consolidated Publishing Facility Vacant, Manager	(304) 558-2136	311 Jefferson St. Charleston, WV

Organizational Structure



Acquisition & Contract Administration Section

State Buying Teams

- Purchases over \$10,000
- Construction Projects
- Professional and Business Services
- Standards and Specifications

Administrative Services Section

Administration Unit

- Records and Distribution
- Vendor Registration
- Inventory Management
- Encumbrance

Automation Unit

- Automated Purchasing System
- Web Services
- Network Support

Capitol Parking Unit

Capitol Complex Parking

Fleet Management

State Fleet Program

Surplus Property

 State and Federal Surplus Property Programs

Travel Management Office

- Travel Services
- Records Management

Operations Section*

Material, Administrative and Clerical Support

- Administrative Support
- Central Stockroom

Quick Copy Convenience Centers

- QCCC1: 311 Jefferson Street, Charleston
- QCCC2: Division of Environmental Protection, Nitro
- QCCC3: Bureau of Employment Programs, Charleston
- QCCC4: ColorCenter, State Capitol, Charleston

Estimating and Scheduling Images

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FISCAL YEAR 1999 Purchase Order Summary

Resident Vendor Analysis:

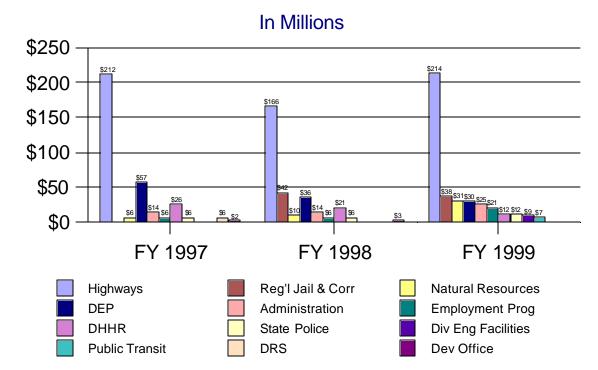
Vendor	Count (#)	Percent (#)	Value (\$)	Percent (\$)
West Virginia	1,479	69.50%	\$364,857,153.57	70.49%
Non West Virginia	649	30.50%	\$152,749,371.41	29.51%
TOTAL	2,128	100.00%	\$517,606,524.98	100.00%

The average PO amount for FY 1999 was \$243,236.15.

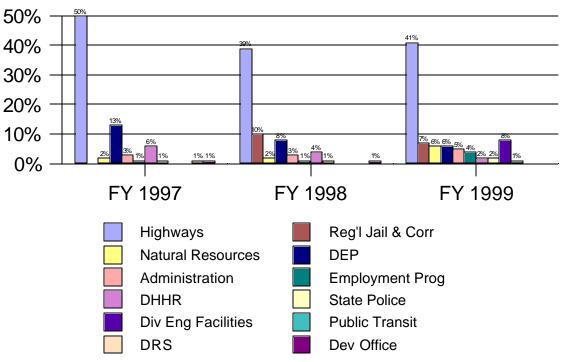
Agency Analysis:

Top 10 Agencies	Count (#)	Percent (#)	Value (\$)	Percent (\$)
Highways	661	31.06%	\$213,506,057.39	41.25%
Reg'l Jail & Corr	73	3.43%	\$37,854,997.14	7.13%
Natural Resources	110	5.17%	\$31,410,346.89	6.07%
DEP	128	6.02%	\$29,616,963.51	5.72%
Administration	72	3.38%	\$25,116,832.13	4.85%
Employment Prog	63	2.96%	\$21,216,467.05	4.10%
Human Services	70	3.29%	\$12,458,364.38	2.41%
State Police	68	3.20%	\$11,836,989.69	2.29%
Div Eng Facilities	32	3.82%	\$9,099,354.44	7.66%
Public Transit	14	0.66%	\$6,748,414.30	1.30%
Others	837	39.33%	\$118,741,730.06	22.94%
TOTAL	2,128	100.00%	\$517,606,524.98	100.00%

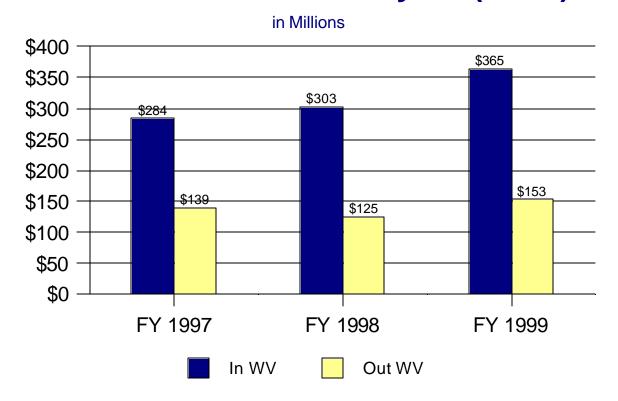
Agency Analysis (\$)



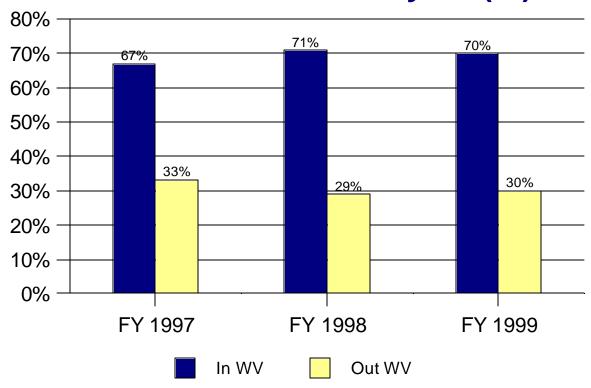




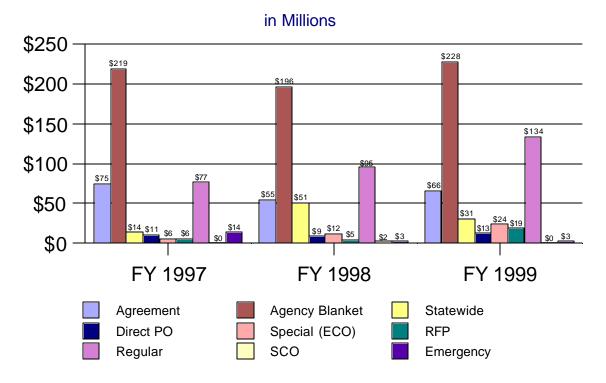
Resident Vendor Analysis (PO \$)



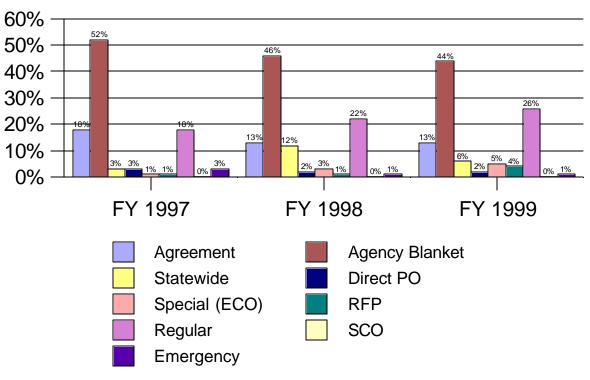
Resident Vendor Analysis (%)



PO Type Analysis (\$)

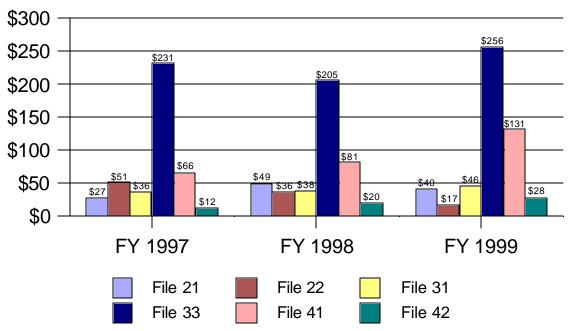


PO Type Analysis (PO %)

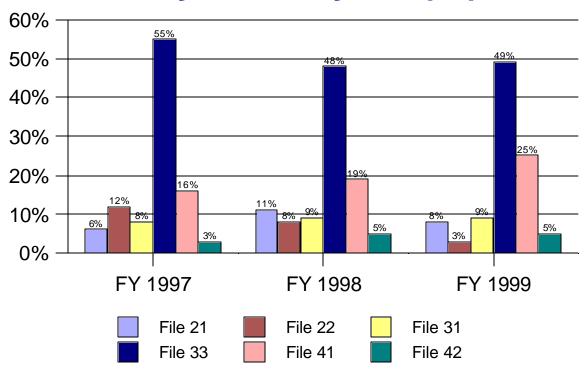


Buyer Analysis (\$)





Buyer Analysis (%)



Year to Year Analysis

POs Processed by the Purchasing Division

