

# THE BUYERS NETWORK

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**THE BUYERS NETWORK** is Published Monthly by the Purchasing Division of the West Virginia Department of Administration to Promote Better Value in Public Purchasing

## New Enhanced Purchasing Division Website Offers More Customer-Friendly Navigation

The Purchasing Division is pleased to unveil its new website, which presents visitors with a more customer-friendly way to gather important procurement information. The site was officially revealed at the 2010 Agency Purchasing Conference.

The new site is the culmination of several months of diligent work by the Communications and Technical Services Section, particularly Governor's Internship Program participants, Casey Hill and Amelia Ferrell.

"We are very pleased to introduce our newly formatted website," said Diane Holley-Brown, Assistant Director for the Communication and Technical Services Section. "The new site contains the same level of valuable information, but is offered in a clear, concise and easy-to-navigate manner. Our goal was to make visiting the Purchasing Division's website a quick, easy and beneficial task. We had some incredible assistance provided by our two summer interns and in the end, I believe that we have accomplished what we set out to do."

Several key components of the new site



include separate pages devoted to agency purchasers; vendors; emergency purchases, which currently includes information for federal

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### Fiscal Year 2010 Annual Report Available Online

The Purchasing Division's Annual Report for Fiscal Year 2010 is posted online at [www.state.wv.us/admin/purchase/Annualreport/Annual10.pdf](http://www.state.wv.us/admin/purchase/Annualreport/Annual10.pdf). It highlights the Purchasing Division's accomplishments, new initiatives and provides a comprehensive look at the agency's financial statistics.

The report also features an agency contact list and the recipients of the *Agency Procurement Officer of the Year* and the *Partner in Purchasing* awards. For a complete list of annual reports for the Purchasing Division, visit: [www.state.wv.us/admin/purchase/Annualreprt/default.html](http://www.state.wv.us/admin/purchase/Annualreprt/default.html).

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# Revised RFP Standard Format Clarifies Information

By Purchasing Director Dave Tincher

In August, the Purchasing Division announced the revision of the Request for Proposal (RFP) Standard Format to focus more on 'solution' than requirements. Agencies and vendors alike provided input on this revision format prior to implementation.

As RFPs began arriving at the Purchasing Division, it was apparent the need to clarify some information contained in the format template. As a result, the updated format, with changes noted, was shared with our agency purchasing liaisons and has been placed on our website. To view the new format, visit the *Purchasing Division Procedures Handbook, Appendix J*, at:

[www.state.wv.us/admin/purchase/Handbook/default.html](http://www.state.wv.us/admin/purchase/Handbook/default.html)

The primary changes relate to the labeling of Attachment A, which the vendor(s) will use when responding to the information requested in the RFP. The title of Attachment A is now "Vendor Response Sheet."

This attachment will contain the vendor's response to the goals and objectives of the project as well as other information required, including the vendor and staff qualifications and experience in completing similar projects; references; copies of staff certifications or degrees applicable to the project; proposed staffing plans; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project,



and what the project goals and objectives were and how they were met.

Another revision to the format clarified oral presentations, which are at the option of the state agency. Should an agency include these presentations as an option, it would be required of all participating vendors and would be listed in the

Schedule of Events in the RFP.

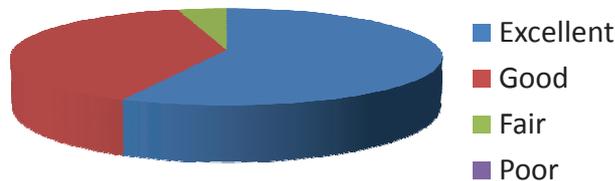
During the oral presentations, vendors may not alter or add to their submitted proposal, but only clarify information during these presentations. The agency would provide description of the materials and information that would need to be presented.

We are encouraged that agencies are enthusiastic about the new format and the ability to allow the vendors to provide a solution to the problem of the agency. It is expected that more creativity and options will be provided as part of this revised purchasing method.

Should agencies have any questions regarding the new format for RFPs, please contact your agency procurement officer or your designated buyer within the Purchasing Division. For a list of Purchasing Division designated buyer assignments, visit [www.state.wv.us/admin/purchase/byrassign.pdf](http://www.state.wv.us/admin/purchase/byrassign.pdf).

### 2010 Agency Purchasing Conference Evaluation Results

#### Overall Opinion of Conference



For more results, see Page 3!

## Purchasing Division Certification Program Moves Forward

The Purchasing Division Certification Program is moving forward with participants in the program, as some candidates are nearing the third step in the four-step process for West Virginia Procurement Basic Certification (WVPBC), said Assistant Purchasing Director Diane Holley-Brown.

"By moving to the third step, it means they have completed the required 15 different classes, have attended at least one Purchasing Conference, has one year of experience in procurement and their supervisor has verified their pri-

mary function is in procurement," Holley-Brown said. "The next steps involve the candidates completing a consecutive two-day session with the Purchasing Division buying staff to learn from the Purchasing Division's perspective on how the transaction is processed, and the completion of the Basic Level Test."

The program was introduced at the 2009 Agency Purchasing Conference by Purchasing Director Dave Tincher. The program's goal is to recognize agency purchasing profes-

sionals who have achieved various levels of knowledge, skills and professionalism in the area of state public purchasing.

For a complete list of the requirements for the WVPBC or West Virginia Procurement Advanced Certification (WVPAC), visit <http://www.state.wv.us/admin/purchase/training/Certification/>.

For more information on the program, please contact Diane Holley-Brown at (304) 558-0661 or by e-mail at [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov).

# Participants Rate 2010 Agency Purchasing Conference as an Overwhelming Success

The feedback from the participants of the 2010 Agency Purchasing Conference was overwhelmingly positive, with 96 percent of those responding rating the overall conference either 'excellent' or 'good'. The organization of the conference got even higher marks, with 99 percent of the responding participants offering a rating of 'excellent' or 'good'.

"When we ask the agency purchasers who attend our conference for feedback, we are always hoping for positive responses, but our primary goal is to obtain honest input that may help us continue to improve the programs we offer," said Purchasing Director Dave Tincher. "I'm very pleased that, based on the evaluation forms received, it appears that we met and, in some cases, exceeded our participants' expectations. This shows that the time and effort of our staff in organizing the logistics and preparing interactive presentations was definitely worthwhile."

	Excellent	Good	Fair	Poor
Conference Registration	56 (79%)	14 (20%)	0 (0%)	1 (1%)
Length of Conference	27 (38%)	41 (58%)	1 (1%)	2 (3%)
Game Show	39 (60%)	24 (37%)	2 (3%)	0 (0%)
Organization of Conference	49 (69%)	21 (30%)	2 (1%)	0 (0%)
Overall Opinion of Conference	41 (57%)	28 (39%)	3 (4%)	0 (0%)

With a 32 percent response rate from this year's conference attendees, the evaluation showed that there were many aspects of the conference that was definitely on an upswing. One of those components was the quality of the workshop presentations.

The past couple years, the staff presenters have utilized more hands-on tools to engage the audiences. Providing scenarios for discussion or creating a mock pre-bid conference are examples of these tools.

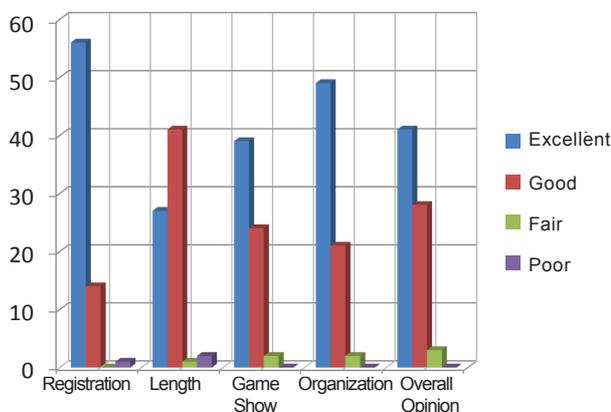
The game show format used for the entertainment segment of the conference also was received with a positive response. "Are You Smarter than a Purchasing Buyer?" based loosely on the televised show, "Are You Smarter than a 5<sup>th</sup> Grader?" combined fun with education.

The Purchasing Division buyers served as the 'experts,' while agency purchasers competed as contestants in answering as many questions possible, ranging in difficulty.

The popularity in the Beginners' Track has remained for the past three years, as this year's participants indicated that this series of six basic purchasing workshops were beneficial to those who were new to the procurement function. All of the responding participants (100 percent) rated this workshop series as 'excellent' or 'good.' "Beginner's Track was an excellent way to get an overview of the purchasing procedures," said one conference participant.

The Purchasing Division is currently planning the 2011 Agency Purchasing Conference. More information will be included in *The Buyers Network*.

## Evaluation Indicates Participants Satisfaction



## Purchasing Division Continues In-House Training for State Agencies

The Purchasing Division will continue its in-house training curriculum throughout the remainder of the 2010 calendar year.

- In-house training sessions scheduled for November include:
- Evaluation and Award Process (10 a.m. – 11 a.m.) – Thursday, November 4, Bldg 7, Regents Room
- Beginner's Track (9 a.m. – 4 p.m.) – Wednesday, November 17, Bldg 7, Regents Room

In-house training sessions scheduled for December include:

- Sole Source Purchases (10 a.m. – 11 a.m.) – Wednesday, December 1, Bldg 7, Regents Room
- Documents and Approvals (10 a.m. – 11 a.m.) – Wednesday, December 8, Bldg 7, Regents Room

In-house training classes will be held in the Gaston Caperton Training Center, located in Building 7. The sessions are free and open to those agency pur-

chasers who are involved with the state procurement process.

For a complete list of classes offered throughout the year with dates, times and course descriptions, or to register for a class, visit: [www.state.wv.us/admin/purchase/training.inhouse.htm](http://www.state.wv.us/admin/purchase/training.inhouse.htm).

For additional information about in-house training sessions, please contact Diane Holley-Brown by e-mail ([Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov)), or by telephone at (304) 558-0661.

## Behind the Scenes at the Purchasing Division Barnhart Serves as Agency Ambassador to Prospective Vendors

First impressions are always lasting. For companies wishing to do business with the state, their initial contact in this process usually begins with one particular Purchasing Division employee.

Jeanne Barnhart is nearly always the initial person a vendor comes into contact with when interested in doing business with the state through the Purchasing Division. Barnhart is an Office Assistant III for the Communications and Technical Services Section. Her primary duty is serving as the agency's vendor registration coordinator to process all Vendor Registration and Disclosure Statement forms and annual registration fees, which is the first step required to do business with state agencies.

Barnhart has been with the Purchasing Division for five years and said first-time conversations with vendors usually go beyond the registration requirements. She said it is common to answer questions about the purchasing process as vendors want to learn more than the procedures, requirements and processes needed to register with the state.

"I will answer questions about the competitive purchasing process, the bidding process and how to access the weekly *Purchasing Bulletin*. I think it is important to demonstrate good customer service as I want to resolve their issues by making sure they know exactly who else to turn to in the division to



**Jeanne Barnhart serves as the Purchasing Division's vendor registration coordinator to process all Vendor Registration and Disclosure Statement forms and annual registration fees.**

get the answers they need," she said. "It is important to find a way to take care of vendors and state agencies. They are our customers."

Her skills and dedication as vendor registration coordinator and other Purchasing duties have not gone unnoticed. Barnhart was selected the Department of Administration's *Employee of the Month* for November 2009.

Barnhart is a life-long Sissonville native. She has found a great deal of satisfaction working in the Purchasing Division.

"I really like the relaxed atmosphere here. When I worked in the private sector, it seemed I had a regimented schedule," she said. "There is still plenty of work to be done, but I get to choose in what order it needs to get done."

## Purchasing Division Welcomes Lu Anne Cottrill as Office Assistant



**Lu Anne Cottrill joins the Purchasing Staff.**

The Purchasing Division is pleased to welcome Lu Anne Cottrill to its staff as an Office Assistant II to the Communications and Technical Services section.

Cottrill is a resident of St. Albans and a graduate of Point Pleasant High School.

Cottrill's duties include greeting all visitors to the Purchasing Division, maintaining a sign-in list, entering new purchase requests and change orders into Reqrtrak, helping with vendor registrations, distributing mail, and helping the Bid Clerk when needed.

She is married to Bud Cottrill and has two children, Andy, a high school teacher in Dunnellon, Fla., and Jennifer, an account manager in Raleigh, N.C.

Welcome Lu Anne to the Purchasing Division family!

## Saunders Staffing Thrives with its Family Values

Saunders Staffing, Inc., a vendor on the statewide contract for Temporary Employment Services (TEMP07), opened its doors in 1989 as a small family business. Its president, Connie Saunders, said a family-like attitude has resulted in a successful business through the years.

“Our philosophy is very simple. We work by the ‘golden rule.’ We work to make sure that our client’s environment is one that is an opportunity for our employees to learn new skills, and meet new people and in return, we provide quality employees,” Saunders said. “This results in a win-win situation for all parties.”

Saunders Staffing has been providing temporary staffing services to state agencies and political subdivisions since 2004. The company’s main office is located in Bluefield, with field offices in Princeton and Beckley. Connie’s husband - who co-founded the company - son, and daughter are among the eight employees on the in-house staff. Saunders said her company has approximately 12 to 15 job placements per week on this statewide contract.

“We recruit on a daily basis for the best employees to place with agencies and if they meet our requirements, then they are not temporary to us,” Saunders said. “They have access to healthcare, paid vacation, paid holidays, and can transition to our client’s payroll if the opportunity occurs. We place them over and over according to their needs and work to keep them safe, challenged and growing in their skills and career goals with each assignment.”

Saunders said the vacancies requested to fill by state agencies varies from office and administrative assistants to positions for word processing, data entry and grounds keeping. Other assignments, she added, included placing employees in medical, legal and light industrial assignments. The company’s diversity and successful operations earned Saunders the Small Business Person of Year award in 2006 by the state Small Business Association.

Saunders Staffing has provided employees to approximately 10 state agen-

cies with the Department of Health and Human Resources, Department of Environmental Protection, Division of Tourism and Higher Education being among the most active agencies. Saunders said her company also works with the state Army and Air National Guards to provide clinics for immunizations when soldiers are deployed or come home.

Others serving as vendors on TEMP07 included the West Virginia Association of Rehabilitation Services, Express Services and Temporary Employment Services. To learn more about these companies and all statewide contracts, please visit: [www.state.wv.us/admin/purchase/swc/default.htm](http://www.state.wv.us/admin/purchase/swc/default.htm).

To learn more about Saunders Staffing, please contact Saunders or Marsha Prol at:

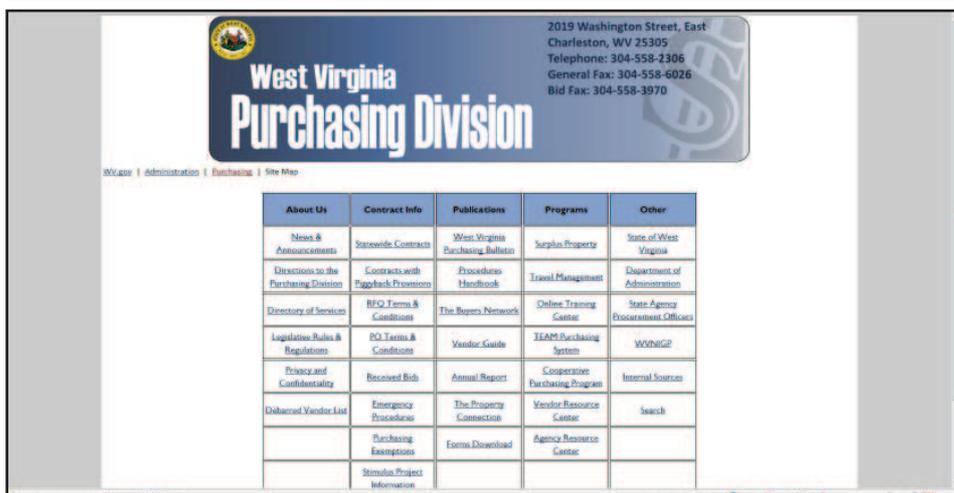
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Bluefield, WV 24701  
888-799-2110  
[www.saundersstaffing.net](http://www.saundersstaffing.net)

*In each issue of The Buyers Network, the Purchasing Division will highlight one of our statewide contractors. Providing information about the company and the products offered on the statewide contract, this feature will help familiarize our agency purchasers with our business partners.*

**West Virginia Code, §5A-3-5, authorizes the Purchasing Director to promulgate and adopt standard specifications based on scientific and technical data for appropriate commodities and services. This establishes the quality to which commodities and services to be contracted for, by the state must conform. These standard specifications are used to establish statewide contracts for commodities needed on a repetitive basis. No agency may be exempt from using statewide contracts without prior written approval from the Purchasing Director.**

### WEBSITE

Continued from Page 1



**Among additions to the Purchasing Division website is a revamped site map, which offers a directory of the various resources available on the site.**

stimulus projects; various publications, such as the *West Virginia Purchasing Bulletin* and *Buyers Network*; and other special pages for training and bid information. The new site also incorporates photographs, colored buttons and less

text to make the information more accessible for the user.

For comments or suggestions on the new Purchasing Division website, please e-mail Diane Holley-Brown at [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov).

# Statewide Contracts Replaced by Piggyback Contracts Remain Mandatory for State Agencies

As the Purchasing Division continues to seek cost-efficient ways to assist state agencies, one effort in particular has realized substantial savings while providing the necessary products and services for state operations. Authorizing the use of piggyback contracts has escalated the savings for the state in general.

Generally, piggyback contracts are available to state agencies to use on an *optional* basis. However, in some cases recently, certain piggyback contracts have replaced statewide contracts as a savings initiative. In these instances, the specific piggyback contracts are considered *mandatory* for state agency use due to the volume savings when used by all state agencies.

Currently, there are four piggyback contracts that meet this criterion and are

Product Description	Contract Code	Vendors
Industrial Supplies and Equipment	INDEQP	W.W. Grainger Incorporated
Office Supplies	OFFICE	Office Max Incorporated
Vehicle Rental	CRENTAL	Enterprise, Hertz
Mailing Equipment	MAILEQP	Pitney Bowes Incorporated Neopost Leasing

considered mandatory for state agency use. These contracts, listed above, are available on the statewide contract webpage at: <http://www.state.wv.us/admin/purchase/swc/default.htm>.

If you have any questions regarding

our master contracts for mandatory use, please contact your assigned buyer within the Purchasing Division. For a list of Purchasing Division designated buyer assignments, visit [www.state.wv.us/admin/purchase/byrassign.pdf](http://www.state.wv.us/admin/purchase/byrassign.pdf).

## National Travel Offers 'Up in the Air Flight Status'

National Travel Inc., the statewide vendor for Travel Management Services, has launched a new advanced flight notification service titled, "Up in the Air Flight Status." This service allows National Travel to notify its clients when their respective flights are delayed or cancelled. The service is complimentary for all National Travel clients.



State employees will be automatically signed up to receive this service upon booking an airline flight reservation and only have to submit their information once for the service to remain in effect.

Employees can then receive changes to their flight information when they occur via their mobile devices or e-mail addresses and can then call or e-mail a National Travel agent for options should a flight be delayed or cancelled.

In addition, the Purchasing Division has added the new piggyback contracts for vehicle rentals to the "vehicle rental versus reimbursement" calculator available on the division website. These contracts are for Enterprise and Hertz. Though these contracts replace previously existing statewide contracts, these contracts are considered mandatory for state agency use.

The vehicle rental versus reimbursement calculator is available for download at <http://www.state.wv.us/admin/purchase/travel/tmmilecalc.htm>. You will need Excel for the calculator.

For more information about this and other travel-related issues, contact State Travel Manager Catherine DeMarco at 304-558-2613 or e-mail her at [Catherine.A.DeMarco@wv.gov](mailto:Catherine.A.DeMarco@wv.gov).



## What's Your Question?

*Is it required for vendors who are currently on a statewide contract to submit a Resident Vendor Preference Certificate each time a solicitation is let as part of a secondary bid process?*

Although the Resident Vendor Preference (RVP) Certificate may have been received with the responses to the original solicitation issued by the Purchasing Division, in cases of a secondary bid process when actual costs are calculated, the RVP Certificate should be included at that time by the agency performing this process.

The agency must attach the RVP Certificate at the time of the secondary bid process to provide the vendors with the opportunity to have this preference applied to their bid amount.

*In each issue of The Buyers Network, we will share a question posed by one of our agency purchasers that will be answered so that we all may enhance our knowledge and clarify our procedures. Send your questions to Diane Holley-Brown at [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov).*

Past issues of *The Buyers Network* are available on the Purchasing Division's website. Just visit our site at: <http://www.state.wv.us/admin/purchase/BN/bnlist.htm>

# Current Statewide Contract Update

(As of October 15, 2010)

This page includes a listing of current changes made to statewide contracts issued by the Purchasing Division. Information and dates listed in this **Current Statewide Contract Update** are subject to change. All statewide contracts are available online at <http://www.state.wv.us/admin/purchase/swc>. For more information, please contact Senior Buyer **Jo Ann Adkins** at (304) 558-8802 or via e-mail at [Jo.A.Adkins@wv.gov](mailto:Jo.A.Adkins@wv.gov).

## Out for Bid

Contract	Description	Pre-Bid Meeting	Bid Opening
MVU11	Used motor vehicles	N/A	10/27/2010
SBUS11	School buses	10/08/2010	10/28/2010

## New Awards

Contract	Vendor	Description	Dates
DWASH10	Ecolab Inc.	Dishwashing materials	10/01/2010-09/30/2011
CANLINE10A	Calico Indust. Inc.	Trash can liners	11/01/2010-10/31/2011

## Under Evaluation

Contract	Description	Bid Opening	Under Eval
CABLE10	Computer data cable	09/30/2010	YES
PAPER10	Various paper products	09/28/2010	YES
OIL10	Oil, lubricants and grease	09/21/2010	YES
RSHEET10	Reflective sheeting	09/02/2010	YES
PC11	Police cruisers	10/07/2010	YES
DEBT10	Debt collection	09/08/2010	YES

## Renewals

Contract	Vendor	Description	Date
ABATMNT08D	Astar Abatement Inc.	Asbestos abatement	11/21/2010-11/20/2011
MAO4SW05	Microsoft	Master license agreement	09/30/2013
ABATMNT08B	Asbestos Abatement	Asbestos abatement	11/21/2010-11/20/2011
IPO8	Hewlett Packard	Computer	10/10/2010-10/09/2011

## Contracts Extended

Contract	Vendor	Description	Date
WVARF04	WV Assoc of Rehab Workshops	Workshops	10/01/2010-12/31/2010
DEBT07F	National Recovery Agency	Debt collections	09/15/2010-10/14/2010
DEBT07E	Joseph Mann & Creed	Debt collections	09/15/2010-10/14/2010
DEBT07D	Healthcare Financial Serv	Debt collections	08/15/2010-10/14/2010

## Contracts Extended

Contract	Vendor	Description	Date
SYSFURN07C	Contemporary Galleries	Office furniture	11/01/2010-12/31/2010
SYSFURN07I	Trendway Corp.	Office furniture	11/01/2010-12/31/2010
DEBT07HA	NCO Financial Sys Inc.	Debt collections	09/15/2010-09/14/2010
DEBT07G	NCO Financial Sys Inc.	Debt collections	09/15/2010-10/14/2010
DEBT07I	Penncro Assoc	Debt collections	09/15/2010-10/14/2010
SYSFURN07H	KI Kreuger Intl.	Office furniture	11/01/2010-12/31/2010
SYSFURN07G	Kimball Intl.	Office furniture	11/01/2010-12/31/2010
SYSFURN07B	Capital Business Interiors	Office furniture	11/01/2010-12/31/2010

## Miscellaneous Actions on Statewide Contracts

Contract	Vendor	Commodity	Description of Change
SAFETY10	Airgas Mid America	Safety supplies	Cancel contract
WVARF10	WV Assoc of Rehab Fac	Commodities and services	Add survey stakes and date mang.
CANLINE10	Central Poly	Trash can liners	Cancel contract
TEMP07B	Express Services	Security guards	Remove Guard 1 and 2

## Contracts Reviewed

Statewide contracts are reviewed approximately three months prior to the actual expiration date. During this review process, the state buyer examines the specifications and the products.

## NOVEMBER

ALCOHOL09	Ethyl Alcohol
DATA09	Provide Data Circuits
HRDEV09	Human Resources Personnel Development Tools
LDPHONE8	Long Distance Telephones
NTIRES08	New Tires

## NOVEMBER

ITECH10	Technology staffing
LAWN09	Lawn maintenance equipment
PPHONE10	Pay telephones

# Questions?...Just Ask Us!

Are you unsure of certain purchasing procedures? Do you need information on the current state travel regulations? Do you have a question regarding travel requests? Would you want to know what surplus property is available?

If you need additional information concerning any function within the Purchasing Division, complete the form below and return to the address below. You also may forward your request via e-mail.

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Need Information about \_\_\_\_\_

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