

THE BUYERS NETWORK

APRIL 2012 - VOL. 22, ISSUE 4

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

Readers Feedback Provides Valuable Insight Into the Content for The Buyers Network

Approximately 40 state agency procurement officials responded to *The Buyers Network* reader electronic survey which was e-mailed in March. The responses provide invaluable feedback to the Purchasing Division's communication team which produces the e-newsletter.

The survey consisted of a series of questions asking procurement officials to rate various aspects of *The Buyers Network*. Reader responses to the general questions indicated that the publication is experiencing a high level of consistent readership.

Of the responses, approximately 85 percent said they find the information in *The Buyers Network* to be "most often" or "always" relevant to their job. Nearly 98 percent stated they found the design and format easy to read "most often" or "always." In those same two categories,

90 percent of respondents found the variety of articles "interesting."

One hundred percent of respondents said *The Buyers Network* is "most often" or "always" offered in a timely manner each month and 95 percent agreed that the "frequency" of the newsletter met their needs.

Regarding the regular features of *The Buyers Network*, the ratings were favorable as well. Of these features, approximately 88 percent ranked updates to the statewide contracts highly. Also receiving top marks were articles relating to the Purchasing Division Procedures Handbook, with approximately 85 percent calling the articles favorable or extremely favorable, as well as articles on training opportunities, also with 85 percent giving the articles a favorable review.

In other rankings, the features relating to the question and answer of the month, the spotlight on statewide contract vendors, and the Director's Comments received positive ratings as well.

The survey also allowed for procurement officials to provide comments relating to this publication. Below are the highlights of the responses:

How can the Purchasing Division improve the Buyers Network?

- More articles on statewide contracts
- More use of color and photographs
- Provide more information on agency delegated requirements.

Please see **FEEDBACK**, Page 2

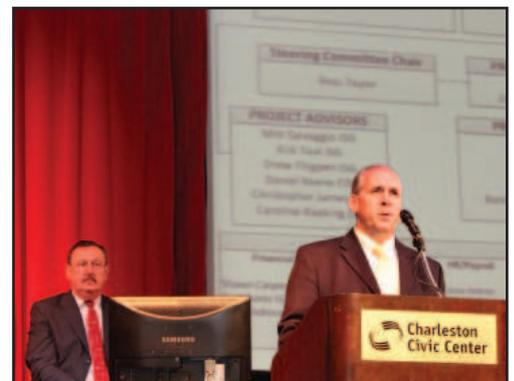
INSIDE...

- **Director's Comments:** Procurement in West Virginia Receives an 'A' in Integrity Investigation
- Elizabeth Perdue Named Assistant Director and Manager of Program Services Section
- Process Checklists Updated to Ensure All Documentations and Approvals are Submitted

Kick-Off Event Builds Excitement for ERP Project

The statewide kick-off for the state's new Enterprise Resource Planning (ERP) system offered a crowd of nearly 500 state employees a chance to see highlights of the new system benefits and a project timeline. The event was held March 13 at the Charleston Civic Center Little Theater in Charleston.

Known as wvOASIS (Our Advanced Solution with Integrated Systems), the ERP system is designed to merge 118 different systems across the state to streamline various governmental func-



Todd Childers, project director for wvOASIS, spoke during the kick-off event for the state's Enterprise Resource Planning (ERP) system.

Please see **ERP**, Page 7

Procurement in West Virginia Receives an 'A' Grade in National State Integrity Investigation

By Purchasing Director Dave Tinchler

The results were recently announced after a year-long data gathering process for the national "State Integrity Investigation," sponsored by the Center of Public Integrity, along with Global Integrity and Public Radio International.

Although most states throughout the nation did not score high marks, West Virginia's procurement rated one of the highest in comparison with other states. With a 93 percent grade, which if you have been out of school for years let me remind you that is still an "A," West Virginia was one of only eight states that received an "A" for this category. Of those states, West Virginia, Connecticut and Iowa tied for the top rating of 93 percent.

This category analyzed state laws governing the purchase of goods and services. Veteran newspaper reporter and Pulitzer Prize-winning journalist Eric Newhouse interviewed me on the assurances that our state has in place to pre-

vent corruption in public procurement. Questions addressed the effectiveness of our procurement process, required training for public purchasers, enforcement of conflict of interest for purchasing officials, the competitive bidding process, and our protest procedures.

Another aspect of this rating was the accessibility that we provide to the public regarding the public procurement process. Along with the state's Transparency website (TransparencyWV.org), the Purchasing Division provides all of our statewide contracts on our website as well as bids received. Solicitations are made available to paid, registered vendors who wish to do business with the state.

During my interview with Mr. Newhouse, I informed him of the trials and



tribulations of years past prior to the strict laws that are now in place to ensure proper conduct in public purchasing. As I have stated during training sessions that I have conducted on purchasing ethics and the role of the procurement officer, the inclusion of such laws by which we all must abide are present for a reason. As public purchasers, citizens place their trust in us that we will spend their tax dol-

lars efficiently. We must continue to take their trust seriously by always following the established laws, rules and procedures.

To view this report in its entirety, please visit http://www.stateintegrity.org/west_virginia.

It is time to pat ourselves on the back ... Congratulations on earning this excellent rating in procurement as part of this national study!

FEEDBACK

Continued from Page 1

What topics would you like to see addressed in *The Buyers Network*?

- Commodities that are available on multiple statewide contracts
- "Vendor Complaints" procedures
- Update the rules and guidelines when something new is implemented

Additional comments

- It is always nice to read about upcoming Purchasing events and practical advice on various procurement processes and policies
- The publication is a great help and much appreciated
- Purchasing does a great job at providing information on a variety of purchasing topics and it's always a good mix in each issue

The communications staff of the Purchasing Division appreciates the feedback of the agency purchasers and will use these survey results to continue to enhance this publication.

Agencies to Review Bids Online to Expedite the Evaluation Process

To expedite the overall purchasing process, the Purchasing Division will be solely posting bids online for the ease of review by agency procurement officers as well as vendors. In the past, our buying staff took additional time to provide mailed copies to state agencies; however, this step delayed the process when electronic bids were available more quickly.

State agency procurement officers are encouraged to review the bids available most often the same day as the scheduled bid opening at the Purchasing Division's website at:

<http://www.state.wv.us/admin/purchase/Bids/default.html>

Only in certain situations, such as when the bids are too large to post electronically, will paper copies be provided to agency procurement officers.

In an additional attempt to expedite the evaluation process, the Purchasing Division buyers will not be immediately providing a bid tabulation sheet; however, if the buyer notices during a cursory review of any deficiencies in any of the bids received, the buyer will notify the agency designated procurement officer to provide this information.

The Purchasing Division continues to seek ways to enhance the procurement cycle, while maintaining all of the internal controls and safeguards of this process.

Revisions Made to Purchasing Division Handbook

The **Purchasing Division Procedures Handbook** has undergone revisions which went into effect March 15, 2012. These modifications, which have been e-mailed to agency procurement officers, were made to better clarify purchasing procedures. The Handbook may be reviewed in its entirety at: www.state.wv.us/admin/purchase/Handbook/default.html.

The following sections and subjects contain new or updated language:

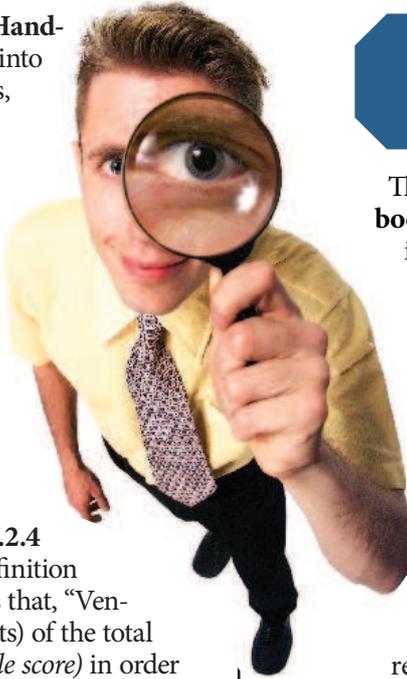
In **Section 6.2.3**, which deals with the Award Process, the language was updated to include the requirements in which a vendor must be in compliance prior to an award. This same language is repeated in **Section 7.2.19** under the Evaluation and Award guidelines.

New language was inserted into **Section 7.2.4** regarding Request for Proposals. In the definition for Technical Evaluation, new language notes that, "Vendors must score a minimum of 70% (49 points) of the total technical points possible (*minimum acceptable score*) in order to be considered. Vendors not attaining the *minimum acceptable score* shall be disqualified and removed from further consideration." Also within this section in the definition for Cost Bid Opening, it now reads that "upon approval of the technical evaluation from the internal review committee, the Purchasing Division shall schedule a time and date to publicly open and read aloud all cost proposals, even those proposals from vendors not meeting the *minimum acceptable score*."

In **Section 7.2.13**, language was included to note that bids that are not received by the date and time of the bid opening will be stamped as "Bid Received Late," maintained with the official file and posted the Purchasing Division website upon receipt with the other bids.

The language in **Section 10.2.4** regarding training offered by the Purchasing Division has been greatly modified to reflect the many new additions which includes the in-house training curriculum, online training modules and webinars.

Agency procurement officials are encouraged to periodically review the Handbook and contact their assigned Purchasing Division buyer with additional questions.



Purchasing Forms Undergo Updates

The **Purchasing Division Procedures Handbook** contains various appendices with helpful information to agency purchasers. **Appendix B** includes purchasing forms, many which have recently been updated, including:

Vendor Registration and Disclosure Statements (WV-1A and WV-1): To add language informing vendors that they must be in licensed and in good standing with any and all state and local law and requirements, including proper registration with the Secretary of State's office, if applicable.

Request for Quotations Form (WV-43): To add language indicating that the representative signing the bid is authorized to bind the vendor in a contractual agreement.

Verbal Bid Quotation Summary Form (WV-49): To make minor corrections and clarification to the form.

Vendor Performance Report (WV-82): To make minor corrections and clarification to the form.

In **Appendix J:** Request for Proposal Standard Format, language was added to clarify that proposals received late, after the bid opening date and time, will be stamped as "Bid Received Late," maintained with the official file and posted online upon receipt with the other proposals. This modification also includes noting that cost bids for non-qualifying proposals will also be opened and posted online, but shall not be considered.

Appendix O: Process Checklists for the various purchasing methods were updated to more appropriately reflect the documentation and approvals necessary for each type of transaction.

Please see **FORMS, Page 6**

Purchasing Division Recognizes Latest Certification Recipient

The Purchasing Division is pleased to recognize the latest graduate in the West Virginia Procurement Basic Certification program.

Martha White of the Department of Health and Human Resources is our most recent agency purchaser to receive certification since the program's inception. Currently, there are approximately Buyers Network

25 procurement officers enrolled in the program, with 21 having achieved Basic Certification.

State agency procurement officials are encouraged to review the program's requirements and consider enrollment. To review the requirements and steps to enroll, visit <http://www.state.wv.us/admin/purchase/training/Certifica->

[tion/](http://www.state.wv.us/admin/purchase/training/Certification/). Procurement officials interested in this program may direct additional questions may contact our training staff: Samantha Knapp, Training Development Specialist, at (304) 558-7022 (Samantha.S.Knapp@wv.gov), or Diane Holley-Brown, Assistant Purchasing Director, at (304) 558-0661 (Diane.M.Holley@wv.gov).

Procurement Office Profile

Bryan Rosen Enjoys Rising to the Challenge with DHHR

Bryan Rosen said when he started classes at West Virginia State University, he knew exactly what he wanted to do. "I took an accounting class in high school and enjoyed it, so I went straight into college as a business major," he said. "I knew that was what I wanted to pursue."

His determination is an asset as director of the Department of Health and Human Resources' (DHHR) Division of Purchasing. With just more than two years on the job, Rosen admits DHHR has a wide breadth of programs and responsibilities.

"We have seven hospitals and 13 comprehensive behavioral centers we support," he said. "We oversee Child Support Enforcement, 54 county offices – there is just a mash of programs." This means that there is a level of delegation with procurement. "We cannot do all of our procurement from one central office, obviously."

Rosen said his division acts as a liaison in formal documentation and assists in the bidding process. Because so many different divisions have so many different needs, he said it can be an educational process. "Our programs are all over the map, and it can be a challenge when you get the highly technical specifications," he said. "Often you have to go online and Google it to learn more about the item."

He is quick to credit the hard work of his Purchasing staff members at DHHR, Susie Teel and Jo Bess. "When I came in, I did not have a very strong procurement background. They offered me a lot of support and guidance through the process." Rosen, Teel and Bess have all received the Basic Certification status in the West Virginia Procurement Certification program.

He added that his predecessors established a solid foundation. "The individuals who held this position previously had an excellent handle on it, and they developed a good internal tracking system," he said.

While Rosen's background is in accounting, a field he worked in for sev-



Bryan Rosen, Director of Purchasing for the Department of Health and Human Resources, offered a presentation to the Purchasing Division staff on his organization's agency delegated purchasing process.

eral years in the private sector, he came into state government 14 years ago in grants management for DHHR. He said procurement is a field that has continued to offer him new challenges.

"From the outside looking in, people may see procurement as highly regulated and even boring, but every day has new challenges," he said. "It does not get old and it is always changing."

Elizabeth Perdue Named Assistant Director and Manager of Program Services Section



ELIZABETH PERDUE

Elizabeth Perdue has been named as Assistant Purchasing Director of the Program Services Section and Manager of the West Virginia State Agency for Surplus Property (WVSASP). Perdue previously served as the assistant manager for WVSASP.

This position oversees programs administered by the Purchasing Division, including Surplus Property Program, State Travel Management and the Fixed Asset System.

A Certified Public Accountant, Perdue is a graduate of Gauley Bridge High School and West Virginia University Institute of Technology, earning bachelor's degrees in accounting and business management.

Perdue replaces Ken Frye, who retired in February.

Please join the Purchasing Division in congratulating Elizabeth on her new position!

New Topics and Information Sessions Among Planned Highlights for 2012 Purchasing Division Open House



Purchasing Division Dave Tincher will present again in a 30-minute information session at the 2012 Purchasing Division Open House.

New topics and new features highlight the annual Purchasing Division **Open House**, which is scheduled for Tuesday, May 15 from 10 a.m. – 2 p.m. at our office at 2019 Washington Street East.

The topics for the 30-minute information sessions are new this year. In 2011, these information sessions were introduced and gave procurement officers a chance to more formally interact with Purchasing staff and earn one credit in the West Virginia Procurement: Basic Certification Program by attending at least one session.

The new sessions this year include “A High Level Overview of Purchasing,” which is designed for supervisors and directors to emphasize the necessary steps agency procurement officers must follow to be in compliance with state laws; “The Process Checklists;” and “I’m New to Purchasing, Where do I Start First? The repeating topic from last year is “Inspection Services: Notes from the Field.”

New to the Open House agenda are several 10-minute sessions to better familiarize procurement officers with the inner workings of the Purchasing Division, including information about the Purchasing Division website, training programs and the State Agency for Surplus Property program.

For the third consecutive year, the Purchasing Division will give Open House attendees a chance to win one complimentary registration fee to the 2012 Agency Purchasing Conference at Stonewall Resort in November.

Food and beverages will be available throughout the event. Additional information will be announced in the May issue of *The Buyers Network*. To attend or ask questions, please contact Tony O’Leary at Tony.M.Oleary@wv.gov / (304) 558-4213, or Chad Williamson at Chad.B.Williamson@wv.gov / (304) 558-2315.

We hope to see you on May 15th!

Process Checklists Updated to Ensure All Documentation and Approvals for Purchasing Transactions Are Submitted

As a resource to agency procurement officers, the Process Checklists have been recently revised to more appropriately reflect the documentation and approvals necessary for each type of transaction. In **Appendix O** of the **Purchasing Division Procedures Handbook**, the eight checklists address the following types of purchasing transactions: Request for Quotation; Change Order; Direct Purchase Order; Equipment Contract Order; Emergency Purchase; Expression of Interest for projects under \$250,000; Expression of Interest for projects over \$250,000; and Request for Proposal.

“Our staff worked together to make the checklists more comprehensive,” said Diane Holley-Brown, assistant purchasing director of the Communications and Technical Services section. “We wanted the checklists to be a resource for agency procurement officers to outline what documents and approvals are needed for each specific transaction.”



The checklists have been updated to include that all vendors must be properly registered with the Purchasing Division prior to award as well as be in good standing with all laws and requirements of the state, including Secretary of State, Insurance Commission, and Workers Compensation, Holley-Brown said.

The checklists are available at <http://www.state.wv.us/admin/purchase/handbook/2007R16/handO.htm>.

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

Statewide Contract for Region II Security Services Awarded

G4S Secure Solutions USA, Inc., of St. Albans, WV, is the newest vendor on the statewide contract for security guard services (SECSVS11) to all state agencies and political subdivision within Region II only.

Region II includes Boone, Cabell, Jackson, Kanawha, Lincoln, Logan, Mason, Mingo, Putnam, Roane and Wayne

counties. The previous vendor for Region II on SECSVS did not renew its statewide contract at the end of calendar year 2011. Security guard services were provided by a vendor on a temporary basis until SECSVS11 completed the bidding process, which named G4S Secure Solutions the successful vendor.

For a direct link to this statewide

contract, visit <http://www.state.wv.us/admin/purchase/swc/SECSVS.htm>.

Please contact your agency procurement officer or your designated Purchasing Division buyer with any questions or concerns. For a list of buyers, visit: <http://www.state.wv.us/admin/purchase/byrassign.pdf>.

In-House Training Sessions Continue Through April and May

The West Virginia Purchasing Division continues its 2012 In-House Training Program with three sessions planned for April and two scheduled for May.

Classes scheduled for April include:

- Wednesday, April 4: *Emergency and Sole Source Purchases* (10:30 a.m. to 11:30 a.m.)
 - Wednesday, April 18: *Evaluating a Request for Proposals* (10:30 a.m. to 11:30 a.m.)
 - Wednesday, April 25 / Webinar: *Emergency and Sole Source Purchases* (10:30 a.m. to 11:30 a.m.)
- Classes scheduled for May include:
- Wednesday, May 2: *Purchase Order Encumbrance* (10:30 a.m. to 11:30 a.m.)
 - Wednesday, May 16: *Surplus Property / Fixed Assets* (10:30 a.m. to 11:30 a.m.)

This year's curriculum is conducted in the Purchasing Division, Building 15, 1st Floor Conference Room on select Wednesdays.

Space is limited. Registration is given on a first-come, first-served basis. For more information or to register, visit <http://www.state.wv.us/admin/purchase/training/inhouse.html>.

For questions regarding the 2012 In-House Training Program, contact Staff Development Specialist Samantha Knapp at (304) 558-7022 or Samantha.S.Knapp@wv.gov.



Jeanne Barnhart and Mark Totten present during the January 25 webinar on vendor registration.

Next Training Webinar Scheduled for April 25

The Purchasing Division will host its next training webinar on Wednesday, April 25 on "Emergency and Sole Source Purchases," presented from 10:30-11:30 a.m. This fourth webinar offered by the Purchasing Division was created to provide training for state agency purchasing officials not readily able to travel to Charleston for the in-house training sessions at the Purchasing Division offices (Building 15).

There is no charge to participate. To sign up, contact your designated agency procurement officer. For a list of agency procurement officers, visit <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.

For additional information about the webinar, contact Staff Development Specialist Samantha Knapp at (304) 558-7022 or Samantha.S.Knapp@wv.gov. To learn more about all Purchasing Division training programs, please visit <http://www.state.wv.us/admin/purchase/training/default.html>.

FORMS

Continued from Page 3

Appendix P: Expression of Interest standard form had language added to clarify that any EOI response received after the bid opening time and date will be immediately disqualified, in accordance with state law and the *Legislative Rule 148-CSR-1*. The response will be stamped as "Bid Received Late," maintained in the official file and posted online with the other responses.

SAVE THE DATE! 2012 Agency Purchasing Conference ...

Nov. 13-16, 2012 at Stonewall Resort. Check *The Buyers Network* each month for more new details!

Current Statewide Contract Update

(As of March 15, 2012)

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 your assigned agency buyer.

New Awards

Contract	Vendor	Description	Dates
ALCOHOL12	Aaper Alcohol & Chemical Co.	Ethyl alcohol	02/01/2012 -01/31/2013

Under Evaluation

Contract	Description	Bid Opening	Under Eval
IP11	Statewide computer contract	11/15/2011	Yes
LARMS11	Replace ENTPRZ and select for Microsoft products	11/15/2011	Yes
LGLOVES12	Exam gloves	03/13/2012	Yes
MEDSUP12	Medical supplies	02/14/2012	Yes
MOTL10AF	Motel lodging/hotel accomodations	12/15/2009	Yes

Contracts Renewals

Contract	Vendor	Description	Date
MA05SW08A	Oracle America	Oracle software	12/01/2011 -11/30/2012
MOTL10B	Econolodge	Motel/hotel lodging	01/01/2012 -12/31/2012
MOTL10BF	Wingate By Wyndham	Motel/hotel lodging	01/01/2012 -12/31/2012
MOTL10BM	Elkins Motor Lodge	Motel/hotel lodging	01/01/2012 -12/31/2012
MOTL10G	Best Western Logan Inn	Motel/hotel lodging	01/01/2012 -12/31/2012
MOTL10CG	Chief Logan Lodge & Con. Ctr.	Motel/hotel lodging	01/01/2012 -12/31/2012
MOTL10Z	Sutton Flatwoods Days Inn Hotel	Motel/hotel lodging	01/01/2012 -12/31/2012
FUELTT12A	Harris Oil Co.	Fuel	03/19/2012 -09/18/2012
FUELTT12C	Bruceston Petrol	Fuel	03/19/2012 -09/18/2012
FUELTT12D	Guttman Oil Co.	Fuel	03/19/2012 -09/18/2012
FUELTT12B	Harris Oil Co.	Fuel	03/19/2012 -09/18/2012
FUELTT12A	J.L. Brannon Inc.	Fuel	03/19/2012 -09/18/2012
FUELTT12B	J.L. Brannon Inc.	Fuel	03/19/2012 -09/18/2012
FUELTT12E	Tri-State Petroleum	Fuel	03/19/2012 -09/18/2012
FUELTT12F	R.T. Rogers Oil Co.	Fuel	03/19/2012 -09/18/2012

Contracts Renewals

Contract	Vendor	Description	Date
FUELTR12E	R.T. Rogers Oil Co.	Fuel	03/19/2012 -09/18/2012
FUELTT12D	Mansfield Oil Co.	Fuel	03/19/2012 -09/18/2012

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.

APRIL

BEDDING	Mattresses, box springs and bedding
CEREAL	Cold breakfast cereals
DFS	Disposable food items
FOOD	Open end to supply food
FUELTT	Fuel truck transport
FUELTTW	Fuel tank wagon
IPT	Internet protocol voice (VOIP) communications

MAY

BEDDING	Mattresses, box springs and bedding
FOOD	Open end to supply food
SIP2008	Servers and PC peripherals
TEMP	Temporary employee services
WVARF10	Absorbancy prodcuts and supplies

Goodyear Issues Recall Notice on Tires

The Goodyear Tire & Rubber Company has issued a recall notice on certain Goodyear brand Wrangler Silent Armor tires. These tires were available to state agencies for purchase through statewide contract NTIRES11A. Goodyear will replace qualifying tires at no charge.

Information about the recall notice can be found at <http://www.state.wv.us/admin/purchase/swc/NTIRES.htm>. For more information, call Senior Buyer Paul Reynolds at (304) 558-0468.

ERP

Continued from Page 1

tions, while providing greater government oversight and transparency. CGI Group Inc., a Fairfax, Va.-based IT and business processes company, is the vendor for the project.

For more information about wvOASIS, please go to <http://www.wvoasis.gov/>.

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.

Diane Holley-Brown, Assistant Director
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West Virginia Purchasing Division
State Capitol Complex
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130
E-Mail Address: Diane.M.Holley@wv.gov

Name _____
Organization _____
Address _____
Telephone Number _____
E-Mail Address _____
Need Information about _____

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STATE OF WEST VIRGINIA

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