

THE BUYERS NETWORK

SEPTEMBER 2012 - VOL. 22, ISSUE 9

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

Purchasing Division Now Accepting Nominations for Recognition Programs

We all seek to find gratification in our jobs as public procurement officers. For some, that gratification comes at the hands of knowing that taxpayers' dollars are being spent efficiently. For others, the variety of tasks that the public procurement process offers brings a certain appeal. For the West Virginia Purchasing Division, that complacency comes from knowing there are state agency procurement officers who demonstrate the commitment, expertise, and ethical determination necessary to maintain an effective procurement process.

To show its appreciation for such individuals, the Purchasing Division wishes to highlight a single state agency procurement officer with its **Procurement Officer of the Year** award, which will be presented at the 2012 Agency Purchasing Conference. Nomination criteria for this award include but are not limited to tenure, performance, communication, training, and professional development. The individual submitting the nomination may nominate someone in his or her own agency or a



purchaser from another agency.

In addition, the Purchasing Division is exploring the idea of also recognizing an entire agency for the collective performance of its purchasing staff. This award, dubbed **Agency of the Year**, will provide agency leaders the opportunity to highlight their staff's hard work and dedication, accomplishments, and best procurement practices by submitting a self-nomination form. Nomination criteria include processing transactions, ethical decision-making, internal and external communications, and more.

Complete nomination information and guidelines for both awards can be found on the Purchasing Division's intranet site at <http://intranet.state.wv.us/admin/purchase/Recognition>. The deadline for nomination submission is Friday, September 28. For more information or for questions related to these awards, contact Staff Development Specialist Samantha Knapp at (304) 558-7022 or Samantha.S.Knapp@wv.gov.

Travel Management Office Updating Agency Travel Coordinator List

The State Travel Management Office of the Purchasing Division is in the process of updating its listing of Agency Travel Coordinators. In accordance with the State Travel Policy, each spending officer may delegate authority to others within the respective state agency to act as designee(s) for authorizing and approving travel and travel-related expenses as may be required.

You may access the State Travel Policy at <http://www.state.wv.us/admin/purchase/travel/TravelRule.pdf>.

For more information, please contact Assistant Purchasing Director and Program Services Manager Elizabeth Perdue at (304) 766-2626 or by email at Elizabeth.J.Perdue@wv.gov.

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Certification Expands Professional Goals and Knowledge Base for State Procurement Officers

By Purchasing Director Dave Tincher

Since 2009, the Purchasing Division has offered our procurement certification program geared toward agency purchasers within West Virginia state government who are statutorily required to abide by the law, rule and procedures pertaining to our division. When this program began, I had a great sense of pride because this was a program that I had wanted to see implemented for many years.

I'm pleased that during this short time period, the Purchasing Division has welcomed 24 purchasers into the Basic Certification Program and four in the Advanced Program. *See page 5 for a list of our certification recipients.* Additionally, it is pleasing to me that several of my staff as well as those purchasers within the various state agencies have also pursued national certification through the Universal Public Procurement Certification Council (UPPCC).

This national program offers the Certi-

fied Public Procurement Officer (CPPO) and Certified Professional Public Buyer (CPPB) certifications. The CPPO designation focuses on public procurement management and the CPPB certification recognizes public procurement practices.

I've always believed in the importance of leading through example. Therefore, since I was encouraging my purchasing staff to become nationally certified, I too started the process. Buyer Supervisor Roberta Wagner and I recently joined 55 other professionals throughout the entire nation in receiving my CPPO certification. Buyer Supervisor Krista Ferrell also attained her Certified Professional Public Buyer (CPPB) credential at this time, joining 150 other purchasers.

As I have mentioned during various



presentations, procurement certification is not simply a plaque or certificate that you post on your wall. The symbolism of procurement certification goes much deeper than a visual display.

Certification enhances your professionalism and knowledge in public procurement, which results in others viewing you in a higher regard. It tells others that you have gained expertise

in the purchasing field and that you are able to serve as a leader in public procurement within state government.

I strongly encourage you to learn more about the Purchasing Division Procurement Certification Program by contacting our Staff Development Specialist Samantha Knapp at (304) 558-7022 or by e-mail at Samantha.S.Knapp@wv.gov. To learn more about the UPPCC national purchasing certification, visit www.uppcc.org.

Positive Changes Made to Upcoming Purchasing Conference

As the 2012 Agency Purchasing Conference approaches, the West Virginia Purchasing Division is preparing for another year of successful conference activities and record high attendance. Feedback from last year's conference plays a considerable role in the positive changes made to this year's conference agenda, from buffet-style lunches with a variety of food selections to optional one-on-one five-minute consultation sessions with Purchasing Division staff.

New workshops, including *Cost Sheet Overview* and *Vendor Performance*, are the result of suggestions from multiple attendees. Last year, the Purchasing Division introduced the Advanced Track, open to primary designated procurement officers only. At the recommendation of those in attendance last year, the backup designees will also be permitted to attend the Advanced Track this year. And finally, this year's Wednesday evening's banquet following a long day of back-to-back workshops will feature an accomplished comedian to help wind down the day. These changes and more will ensure that participants get the most out of this three-day conference.

In addition, the Purchasing Division would like to offer alternative lodging solutions to any individual who wishes to attend the conference but is unable to secure a room on-site. **Please consult the sidebar for options** in close proximity to Stonewall Resort.

The conference is booking up fast! You can find complete conference and registration information on the Purchasing Division's website at www.state.wv.us/admin/purchase. Questions regarding the conference and registration may be directed to Staff Development Specialist Samantha Knapp at (304) 558-7022 or Samantha.S.Knapp@wv.gov. Register today!

• **Holiday Inn Express**

215 Staunton Drive
Weston, WV
(304) 269-3550
Use block code APC to receive room rate of \$85 per night

• **Comfort Inn**

2906 US Highway 33, East
Weston, WV
(304) 269-7000
Ask for Agency Purchasing Conference to receive room rate of \$77 per night

• **Hampton Inn**

1 Commerce Boulevard
Buckhannon, WV
(304) 473-0900
Ask for Agency Purchasing Conference to receive room rate of \$89 per night

State Budget Office Director Discusses the Budgeting Process with Purchasing Division

During the outset of his presentation to the Purchasing Division staff, Mike McKown made it clear that the state cannot take the easy path to maintaining a balanced budget.

“On my desk is a sign that says, ‘We Ain’t Got A Printing Press,’” said McKown who is director of the State Budget Office, drawing laughs from the staff. “We are mandated by the state constitution to have a balanced budget. We cannot go and print all the money we want to solve any financial woes.”

McKown’s presentation to the Purchasing Division staff in August was the latest in a monthly in-house professional development series to enhance a better understanding of state government. Each month, a guest speaker gives an insider’s perspective on a particular state government function. McKown gave an overview of how the state budget process works and how the state is doing from a financial standpoint.

“West Virginia is much better off financially than many other states. We pay our bills on time and our cash flow is good but even though revenues grow, they do not always grow as fast our expenditures,” McKown noted. “Many things affect what we do. Whenever there is a slowdown in the state’s energy sector or when a company goes on strike, it all affects our state revenues.”

Such factors are just part of many components which are taken into ac-



State Budget Office Director Mike McKown said the state of West Virginia is better off financially than many other state governments, and added that part of that is due to the state constitutional mandate that the government always operate on a balanced budget.

count when making the state budget. Current affairs on the state and federal levels have prompted a recent announcement by Gov. Tomblin for state agencies to cut 7.5 percent of their budgets. McKown said this is a pro-active measure to deal with projected deficits beginning with the 2014 fiscal year.

McKown noted the state’s prudent measures of recent years have made West Virginia on more stable financial ground than other states.

The Purchasing Division expresses its appreciation to McKown and other state leaders who take the time to speak with our staff.

Vendor Performance Reports Provide Documentation for Contract Resolution

Quality assurance is a partnership involving the state agency, the vendor and the Purchasing Division. The agency establishes the quality level by the specifications and the Purchasing Division seeks to reduce cost and maintain quality through the competitive bid process. The agency and the Purchasing Division perform an evaluation of the offers by bidders to obtain maximum benefit for the tax dollars spent. The vendor’s responsibility is to provide the quality level established by the specifications and accepted by the agency.

Vendor performance and product qual-

ity are crucial in the state purchasing process. When these factors do not meet expectations, agencies are encouraged to contact the vendor and express their concerns. It is important for agency procurement officers to keep a record of any contact they may have with the vendor when a problem arises. Complaints should be resolved expeditiously and courteously, preferably by the state agency.

After all attempts have failed by the agency to resolve the issues, the complaint should immediately be escalated to the Purchasing Division.

As part of the responsibilities of Lu Anne Cottrill, who recently began serving as the Purchasing Division’s Quality Control and Transparency Specialist, she is now tracking documentation relating to vendor performance.

The *Vendor Performance Report (WV-82)* is to be used to document all of the steps taken to try to resolve the problem. Subsequent written documentation, including vendor and agency responses, should be attached to this form. To view

Please see [VENDOR](#), Page 5

Procurement Officer Profile

CPRB's Cindy Adkins Enjoys Working by the Rules

Procurement may not have been where the Cindy Adkins of the Consolidated Public Retirement Board (CPRB) planned to be, but it seems to be where she has definitely found her niche.

A native of Parkersburg and a graduate of Parkersburg High School, Adkins has been with the CPRB for six years following 13 years with the Department of Motor Vehicles (DMV). Before that, she worked for a national retail chain, where she found herself involved in procurement for the store after a co-worker left the position. "It rather fell into my lap," she said.

Adkins eventually left the retail industry and came to work for the DMV, where she processed driver's license suspensions for five years. Adkins eventually became involved with procurement for the agency. She said experience was her greatest teacher. "I am a huge believer in on-the-job training," she said.

Though her job includes additional functions such as human resources, Adkins said procurement is by far her favorite part of the job. "I love following rules where things are black and white," she said. "With purchasing, those lines are much clearer than in human resources, where things can tend to be rather gray."

She said she has always been "a number and figures person" and loves to find the best value for the money. "That will even extend to ordering enough toilet paper so that I do not have to pay the shipping charge," she said with a laugh.

But toilet paper is obviously far from the only thing that Adkins has to worry about, procurement-wise, for CPRB. Though she said the majority of her purchases are office items – letterhead or enrollment forms, for example – she said she will often have to acquire court reporters and hearing examiners for appeals on retirement. This is in addition to occasional supplemental legal counsel and new actuarial software every year.

For these special items, Adkins said she depends on the knowledge of the staff. "I can write up the specifica-



The black-and-white nature of procurement appeals to CPRB's Cindy Adkins, who said she likes having the specific boundaries of the laws, rules and procedures in place for procurement in state government.

tions for the RFP, but for certain things we do have to count on our internal staff," she said. "Take our computer systems, for example. I do not have a great deal of knowledge about computers; I just want to be able to turn it on. But we will gather together a committee that will then look at the needs we have for a new system."

She said she is grateful to have that resource available to her. "Sometimes as the procurement officer it is up to you to reach out for the expertise," she said.

Purchasing Tools and Resources Discussed at Training Session

The Purchasing Division continued its 2012 In-House Training Program on Aug. 15 with "Purchasing Tools and Resources." The class was presented by Assistant Purchasing Director and Communication and Technical Services Section Manager Diane Holley-Brown, Staff Development Specialist Samantha Knapp, Purchasing Applications Specialist Mark Totten and Public Information Specialist Chad Williamson.

The session offered an overview of available Purchasing resources, examined which tools provide solutions to different problems and situations, targeted the most important resources for agency purchasers, and navigated the Purchasing Division website. Holley-Brown highlighted the most helpful sections in the **Purchasing Division Procedures Handbook**. Totten discussed several online resources, including the bid opening index, the **West Virginia Purchasing Bulletin** and the Agency Resource Center. Knapp discussed various training opportunities, such as online

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A Salute to Our Purchasing Certification Recipients

The Purchasing Division salutes the latest recipients in the West Virginia Purchasing Certification Program. Three of the newest recipients are members of the Purchasing Division buying staff while the fourth is employed by the General Services Division.

In July, Mike Sheets, Assistant Director for the Acquisition and Contract Administration Section of the Purchasing Division, and Shelly Murray, Buyer Supervisor, earned the Advanced Certification distinction and Senior Buyer Guy Nisbet earned the Basic Certification honor in July. Melody Haynes received her Basic Certification in August. Sheets and Murray are the third and fourth individuals to acquire the Advance Certification recognition since the program was introduced in 2009. Nisbet and Haynes bring the total of procurement officers to achieve Basic Certification to 24.

In addition, the Purchasing Division salutes the following state procurement officers who have reached this professional milestone since the program's inception. The Purchasing Division created this certification program to strengthen the education and knowledge of those involved in the state procurement process.

Procurement officers are greatly encouraged to enroll in this program. Currently, there are 20 procurement officers enrolled in the Basic Certifica-

The Purchasing Division recognizes the following individuals who have received the West Virginia Purchasing Certification honors since the program's inception:

Basic Certification:

- Jo Bess – Department of Health and Human Resources
- Rick Bostic – Division of Juvenile Services (now with Rehabilitation Services)
- Chuck Bowman – Purchasing Division (now with the National Guard)
- Carolyn Hager – General Services Division
- Linda Harper – Office of Technology
- Melody Haynes – General Services Division
- Kristy James – Purchasing Division (now with the Lottery Commission)
- Bob Kilpatrick – General Services Division
- Tara Lyle – Purchasing Division
- Paula Marshall – Health Care Authority
- Kathy Mehaffey – Division of Highways
- Charlyn Miller – Division of Rehabilitation Services
- Angie Moorman – Department of Transportation
- Guy Nisbet – Purchasing Division
- Bryan Rosen – Department of Health and Human Resources
- Sheri Slone – Purchasing Division (now with Lakin State Hospital)
- Susie Teel – Department of Health and Human Resources
- Martha White – Department of Health and Human Resources
- Frank Whittaker – Purchasing Division
- Mike Withrow – Auditor's Office

Basic and Advanced Certification:

- Krista Ferrell – Purchasing Division
- Shelly Murray – Purchasing Division
- Mike Sheets – Purchasing Division
- Roberta Wagner – Purchasing Division

tion program and approximately 10 in the Advanced Certification Program. Those interested in participating should

contact Staff Development Specialist Samantha Knapp at (304) 558-7022 or Samantha.S.Knapp@wv.gov.

Purchasing Officials Earn National Merit

The Purchasing Division congratulates three of its employees who recently earned national credentials from the Universal Public Procurement Certification Council (UPPCC).

Purchasing Director Dave Tincher and Buyer Supervisor Roberta Wagner received the Certified Public Procurement Officer (CPPO) credential upon successfully completing the CPPO examination in May.

According to the UPPCC, 57 individuals passed the CPPO test nationally in May. The CPPO certification marks an elite level of achievement for public procurement officials which focuses on public procurement management.

Buyer Supervisor Krista Ferrell earned the UPPCC designation of Certified Professional Public Buyer (CPPB) in May. Ferrell completed a similar arduous curriculum and exam to receive this designation, which focuses on public procurement practices. Wagner earned the CPPB distinction.

The UPPCC is an independent entity formed in 1978 to govern and administer the CPPO and CPPB certification programs. The CPPO and CPPB programs are highly regarded and respected among procurement professionals and employers involved in the public sector.

Buyers Network

VENDOR

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this form, visit the Purchasing Division's forms page on the state intranet at <http://intranet.state.wv.us/form>.

Whether the agency is able to resolve the issue or if the agency has exhausted all efforts for resolution and has requested the Purchasing Division's assistance, the *Vendor Performance Reports* and subsequent documentation are to be submitted to Cottrill at 2019 Washington Street East, Charleston, WV 25305 (e-mail: Lu.A.Cottrill@wv.gov) for the Purchasing Division's records.

The Purchasing Division continues to seek ways to enhance the quality and transparency of all of its processes.

The Faces of the 2012 Purchasing Division



We are here to serve you!...The Purchasing Division continues its yearly tradition of taking an annual photograph of its staff each summer. The individuals pictured above represent a staff dedicated to serving its customers in a responsive and efficient manner. An updated staff photograph appears in the reception room as you enter the Purchasing Division.

TRAINING

Continued from Page 4

online training modules available on the Purchasing Division website, and the 2012 Agency Purchasing Conference. Williamson showed various publications produced by the Purchasing Division, including **The Buyers Network** and **The Property Connection**, as well as online resources such as the **Surplus Property Reference Guide**.

Training will continue with the following classes:

SEPTEMBER 2012

- Wednesday, September 12: Protest Process (10:30 a.m. to 11:30 a.m.)
- Wednesday, September 26: Statewide Contracts (10:30 a.m. to 11:30 a.m.)

OCTOBER 2012

- Wednesday, October 3: Expressions of Interest (10:30 a.m. to 11:30 a.m.)
- Wednesday, October 17: Evaluation and Award Process (10:30 a.m. to 11:30 a.m.)

For further information or to register for training, visit <http://www.state.wv.us/admin/purchase/training/inhouse.html>. For additional questions regarding the Purchasing Division's 2012 In-House Training Program please contact Staff Development Specialist Samantha Knapp at (304) 558-7022 or via e-mail at Samantha.S.Knapp@wv.gov.

Purchasing Division Website Provides Procurement Officers with Information

This article is part of an ongoing series which details the tools and resources available for agency purchasing officers offered by the Purchasing Division.

Among the primary objectives of the Purchasing Division website redesign, which took place in September 2010, was to provide procurement officers with information that was quick and trouble-free to access.

The Purchasing Division website has a page devoted to providing a collection of resources aimed specifically for procurement officers. This page can be reached by clicking on the "Agency Resource Center" button at the top of the Purchasing Division home page. A direct link to this page can be accessed by visiting: www.state.wv.us/admin/purchase/arc. This link directs users to a landing page featuring more than two dozen additional links which provide useful reference materials.

The links on the Agency Resource Center include information pertaining to the Purchasing Division's most commonly used forms, the **Purchasing Division Procedures Handbook**, list of buyer assignments, internal sources and inspection resources to name a few. Purchasing Division personnel continually enhance the agency website with updates. Please refer to the website frequently for the latest information on procurement procedures.

Current Statewide Contract Update

(As of August 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.

Out for Bid

Contract	Description	Bid Opening	Pre-bid?
DIGCOP12	Digital copiers	09/06/2012	No
FASTEN12	Fasteners	08/30/2012	No
MV13	2013 or present motor vehicles	09/06/2012	No

Under Evaluation

Contract	Description	Bid Opening	Under Eval
AEBATT12	Storage and automotive batteries	08/09/2012	Yes
IP12	Statewide contract for desktops, laptops, netbooks, and tablets without integrated cell	08/07/2012	Yes
LGLOVES12	Exam gloves	04/10/2012	Yes

New Awards

Contract	Vendor	Description	Date
AEBATT12	Taylor & Blackburn Battery	Storage and automotive batteries	08/15/2012 -08/14/2013

New Awards

Contract	Vendor	Description	Date
CABLE13	Data cable and fittings	Graybar Electric Company Inc.	08/01/2012 -07/31/2013
SANPAP12	Sanitary paper and bathroom supplies	Liberty Distributors Inc.	08/15/2012 -08/14/2013
WVRFJAN12	Janitorial services	WV Assoc. of Rehab Facilities	08/01/2012 -07/31/2012

Contracts Renewals

Contract	Vendor	Description	Date
ITECH10H	CDI Business Solutions	Technical support	03/01/2012 -02/28/2013

Contracts Reviewed

Statewide contracts are reviewed approximately three months prior to the actual expiration date. During this month, the following statewide contracts for which their expiration dates are approaching will be examined.

LAUNDRY	Detergents
PBKCR	Automobile rentals

Purchasing Division Employees to Speak at Auditor's Conference on wvOASIS

Two Purchasing Division employees, Technical Services Manager Dan Miller and Buyer Supervisor Shelly Murray will speak at the West Virginia State Auditor's conference on September 11-14, 2012 at Snowshoe Mountain. They will give an overview of wvOASIS as well as the standardization efforts to adopt a standard commodity code associated with procurement activities.

Miller has served as the team lead of the wvOASIS procurement and logistics team, which is the entity responsible for the implementation of the Enterprise Resource Planning System. Murray has been assigned to the procurement and logistics team.

Currently, the wvOASIS Procurement & Logistics Team is working with its business partners CGI and ISG, as well as state agencies, on Phase 2 e-Procurement prototyping. Specifically, the team is working on master agreements and on-line catalogs which will be part of the new system.

For more information on wvOASIS or to view the monthly newsletter, please visit www.wvOASIS.gov.

FOR MORE INFORMATION

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

FILE	BUYER	EMAIL	PHONE
21	Krista Ferrell	Krista.S.Ferrell@wv.gov	558-2596
22	Roberta Wagner	Roberta.A.Wagner@wv.gov	558-0067
23	Guy Nisbet	Guy.L.Nisbet@wv.gov	558-8802
31	Shelly Murray	Shelly.L.Murray@wv.gov	558-8801
32	Tara Lyle	Tara.L.Lyle@wv.gov	558-2544
33	Alan Cummings	Alan.W.Cummings@wv.gov	558-2402
43	Paul Reynolds	Paul.Reynolds@wv.gov	558-0468
44	Frank Whittaker	Frank.M.Whittaker@wv.gov	558-2316
51	Connie Hill-Oswald	Connie.S.Hill@wv.gov	558-2157

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
Communication and Technical Services Section
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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