

# THE BUYERS NETWORK

SEPTEMBER 2005 - VOL. 15, 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

## 2005 Agency Purchasing Conference

### **Registration Opens for the 2005 Agency Purchasing Conference October 24-28**

Have you registered for the 2005 Agency Purchasing Conference? Don't miss out on this valuable training opportunity!

The conference will be held at Mountaineer Race Track and Gaming Resort, beginning Monday, October 24 through Friday, October 28.

Small workshops will be offered, in addition to group sessions with featured topics. All of these sessions were developed to offer our participants a better understanding of various facets of the Purchasing Division. The appropriate dress for this conference is business casual.

In addition to the educational information presented within the workshops, the conference also offers ample opportunities to network with others to discuss similar issues and concerns.

#### **What about your lodging arrangements?**

Participants must make their own lodging arrangements by calling Mountaineer Resort at **1-800-489-8192** and indicating they are attending the Purchasing Conference. A special rate of \$74 per night has been negotiated with this facility.

#### **What is the registration fee to attend the conference?**

The registration fee is \$150 per participant, which covers materials,

group meals, administrative costs and attendance to all workshop sessions. Payment may be made using the State Travel Card, the State Purchasing Card or the participant may choose to process the invoice after the conference and issue payment.

#### **Questions?**

If you have a question, please contact our conference coordinators who can assist you with any information you may need:

**Diane Holley**  
*dholley@wvadmin.gov*  
(304) 558-0661

**Debbie Watkins**  
*dwatkins@wvadmin.gov*  
(304) 558-3568



**Turn to Page 5 of this issue of The Buyers Network for a Complete Purchasing Conference Agenda and Workshop Grid**

### **Who's Who in the Purchasing Division**

No matter if you have an issue or question relating to a fleet vehicle, mileage reimbursement or the TEAM automated system, the appropriate contact person is just a click away on your computer.

Visit the Purchasing Division's directory of services which is available at its website at <http://www.state.wv.us/admin/purchase/directry.htm>. You'll quickly find out the appropriate person with whom you need to speak, along with their contact information.

### **INSIDE...**

- **Director's Comment:** Purchasing Division Anticipates Reform During 2006 Legislative Session
- **Taking a Closer Look...** at the Acquisitions Unit
- **Statewide Contract Spotlight:** Imagistics International, Inc.
- Current Statewide Contract Update
- WV Chapter of NIGP Receives National Honor

# THE PURCHASING DIRECTOR'S COMMENTS



## Division Anticipates Reform During 2006 Legislative Session

By Dave Tincher  
State Purchasing Director

With the 2006 Legislative Session just a few months away, it is now that time for us to begin thinking of how state procurement in West Virginia may make positive changes to its procedures and processes.

Recently, I was asked what changes I would suggest if purchasing reform would be addressed by the State Legislature. Appreciative of this opportunity to share in this process, I offered many suggestions that would enhance the procedures, without jeopardizing the integrity of the process.

The Purchasing Division performs a challenging, complex and difficult process that is governed by strict laws and rules which were enacted

by the West Virginia Legislature many years ago. We believe it is time to suggest changes based on state-of-the-art laws, rules and procedures.

The Purchasing Division desires to be a world class leader in providing procurement services effectively and efficiently while satisfying and exceeding customer expectations and assuring the citizens of the State of West Virginia that expenditures made are for the best products and services at the highest possible quality and the lowest possible cost.

Recognizing that many of our laws were written more than 50 years ago, it is easy to understand the basis of the need for change.

Some of the high-level suggestions which I provided were based on my personal observations made over the years of changes that could be made to the founding blocks of state purchasing in to bring about positive results.

Most of the suggestions are made to specific sections of the existing **West Virginia Code** or Legislative

Rule. If the entire Code were rewritten, they could be discussed and addressed, but in the event a choice is made to modify only specific sections of the existing Code, the suggestions are offered as possible improvements to the entire culture. There are many other suggestions that may be made at the appropriate time which could further drive down change in various processes to save time, enhance efficiencies and generate savings.

I look forward to an opportunity to bring change and improvement, resulting in better value to the state of West Virginia.

## TRAVEL HIGHLIGHTS

### What You Can Take on the Airplane

Permitted items include cigar cutters, corkscrews, eyeglass repair tools, up to four packs of paper matches, nail clippers, nail files, safety razors, blunt-tipped scissors, toy weapons that are not realistic, tweezers and umbrellas. For a full list of things you can and can't take on the airplane, go to [www.tsa.gov](http://www.tsa.gov).

### Tips Added to Hotel Bills

Many hotels are following the cruise line custom of automatically billing guests a certain amount per day for tips. The Ritz-Carlton Lake Las Vegas charges a daily fee of \$20.

Such charges are showing up at mid-priced chains, with Choice hotels charging \$1 a day "safe warranty" fee and Ramada adding a \$2 baggage handling fee.

## What's State Government Buying?

*(This information is compiled from the **West Virginia Purchasing Bulletin**. The purpose is to provide an awareness of the variety of products and services being procured in state government. Only a small sample of solicitations are listed.)*

- ◆ **Secretary of State**  
Request to provide services to upgrade and improve the voting systems in all 55 counties within West Virginia.
- ◆ **Department of Health and Human Resources**  
Request for a physician to provide 24 hour on-call services in a 114 bed facility located at Lakin Hospital, Lakin, West Virginia.
- ◆ **Alcohol Beverage Control Administration**  
Request to provide technical training for information technology support staff.
- ◆ **All State Agencies**  
Request to provide dry cell batteries, flashlights and lanterns.
- ◆ **Department of Agriculture**  
Request to provide an automated identification system for rapid identification of bacteria, yeast and filamentous.

## Imagistics Assists Agency Digital Copier Needs with Services

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

Imagistics International, Inc., the new statewide vendor for copiers and printers (DIGCOP04), is a direct sales, service and marketing organization, offering document imaging solutions.

Copiers on the contract include equipment that offers 17 pages of color print per minute, up to 65 in black and white. The copiers offered are divided into bands, one through six, with band one copying 10-19 pages per minute, band two being 20-29 pages per minute...as the band number increases, so does the copy speed.

Both copiers and printers may be obtained through these contracts.

The connected, digital copiers can function as printers as well as scanners. Imagistics officials take pride in boasting that their machines are among the most dependable in the industry, allowing their customers to reliably move their office documents floor-to-floor, across the street or around the world.

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*"We've even had some success in passing our competitive pricing on to and including political subdivisions. So, it's been a good way to open some people's eyes up to our services."*

**Jeffrey Davis**  
Government Representative  
Imagistics

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**Imagistics' office is filled with a variety of copiers designated to give personal demonstrations. However, as Government Representative Jeffrey Davis points out, they will also offer in-house demonstrations where they will bring the equipment to the customer's site.**

Rich in tradition, Imagistics traces its origins to Pitney Bowes, Inc., who began marketing and distributing copiers in 1967 and started selling facsimile machines in 1982. In December, 2001, Pitney Bowes spun off its United States and United Kingdom office systems operations to its shareholders, creating what is now Imagistics International, Inc.

Imagistics uses their own sales and service personnel to ensure consistency of support. Their sole business is providing office document printing solutions, and their philosophy is based upon an extraordinary commitment to customer satisfaction.

In fact, they've been the recipient of numerous accolades, one of which is from J.D. Power and Associates who ranked Imagistics "#1 Copier/Multifunction Product in Overall Customer Satisfaction Among Business Users, Two Years in a Row, Tied in 2003." The study was based on nearly 3,000 decision-makers at small, medium and large businesses

in the first 19 months of copier ownership and measured their satisfaction on three key factors: product, sales and service.

According to Jeffrey Davis, Imagistics' Government Representative, quality is the cornerstone of their business.

Obviously, service is a big issue for the contract as well. Imagistics' proactive VAMS (Value-Added Maintenance System) ensures consistent and superior copy quality. "This detailed, 41-point checklist during a service call helps assure your copier/printer equipment will run at peak performance," Davis said. "During that time, if our servicemen find any other parts that are about to go bad or show excessive wear, they replace them at that time. It's more preventative maintenance."

Since being awarded the state contract last August, Davis said they have noticed a steady monthly

**Continued on Page 7**

## Acquisitions Unit Ready and Willing to Serve State Agencies

The Acquisition Unit is one of three units under the Acquisitions and Contract Administration Section of the Purchasing Division.

This unit is responsible for the procurement of products and services for state agencies in excess of \$10,000. It is committed to providing good customer service to agencies and vendors by buying the best quality commodities at the lowest cost to taxpayers. The procurement process is monitored through the Requisition Tracking system from the requisition process to the purchase order award.

The Acquisitions and Contract Administration Section is headed by Assistant Director **Karen Byrd**. This section strives to provide quality services in the most efficient manner.



In the past, the buyers were assigned certain commodities. However, after the success of a pilot program that went into effect on July 1, 2004, the Purchasing Division re-assigned the buying staff within the Acquisitions Unit specific agencies for which they process purchasing documents.

"As a result of these changes, we've received positive feedback," said Byrd. "In fact, an in-house survey revealed a high number of participants have experienced an even better business relationship with the Purchasing Division. Quite naturally, we're really excited about what's going on in the Acquisition Unit."



Led by Buyer Supervisor **Ron Price**, this unit consists of seven senior buyers. Price handles transactions from

the Governor's Office, Secretary of State, Attorney General, Development Office, Veteran's Affairs, Agriculture, Senate, House of Delegates, Labor, Geological Survey, Insurance Commission and Library Commission as well as all unassigned agencies.

**Charlyn Miller** handles transactions from Administration, Education, Tax, State Auditor, Employment Programs, Public Service Commission, Health Care Authority, School for the Deaf & Blind, Consolidated Public Retirement Board, Public Employees Insurance Agency, Rehabilitation



Services, Culture and History, Education and the Arts, Motor Vehicles, Public Transit, Rail Authority and Port Authority.

**John Johnston** handles transactions for the Division of Highways

**Betty Francisco** handles all statewide contracts.



**Chuck Bowman** works with Workers' Compensation, Environmental Protection, Lottery, Engineering Facilities/Mapping Board, Protective Services and Adjutant General.



**Mike Sheets** processes transactions for the State Treasurer, Natural Resources, Forestry, Tourism, Alcohol Beverage Control Commission, Educational Broadcasting, Criminal Justice, Corrections, Regional Jail Authority, Juvenile Services, Public Defender and State Police.



**Marc Roberts**, the newest member of the Acquisitions Unit, handles transactions solely from the Department of Health and Human Resources.

"We're pleased with the positive outcomes of these changes and look forward to providing continued quality service to all of state government," Purchasing Director David Tincher said.

### MoneyWise...

#### Tips for the Thrifty

##### Before Saying "Yes" to Getting a Pet...

If you have a child who wants a pet, consider the following costs first:

- Consider the whole cost of the pet, food, medical, toys, training and supplies.
- Mice and hamsters are much cheaper to own than dogs. They also require less care.
- If you get a pet, consider buying toys and some supplies at yard sales.
- If you get a pet, purchase food in bulk and comparison shop before you buy.

- adapted from [www.savingadvice.com](http://www.savingadvice.com)

# 2005 AGENCY PURCHASING CONFERENCE SCHEDULE

Below is a tentative schedule of the 2005 Agency Purchasing Conference. Additional information will be offered to registered participants in their packets upon arriving at the conference. Should you have any questions regarding this year's conference, please feel free to contact our conference coordinators: Diane Holley at 558-0661 (email: [dholley@wvadmin.gov](mailto:dholley@wvadmin.gov)) or Debbie Watkins at 558-3568 (email: [dwatkins@wvadmin.gov](mailto:dwatkins@wvadmin.gov)). We look forward to an informative week of learning and networking!

Conference Itinerary	Salon E	Conference Room 2-3	Conference Room 3-4	Salon F-G
<b>Monday, October 24, 2005</b>				
Conference Registration 12 noon - 4 p.m.	Conference registration for agency participants will be held in the Conference Room Pre-Function area.			
Welcome Mixer / Registration 6 p.m. - 8 p.m.	This event will be held for agency participants in Salons F-G-H. Refreshments and a cash bar will be provided.			
<b>Tuesday, October 25, 2005</b>				
Conference Registration 8 a.m. - 9 a.m.	Conference registration for agency participants will be held in the Conference Room Pre-Function area.			
Commencement / Breakfast 9 a.m. - 10:30 a.m.	Welcome and Introductions - Salons A - D.			
Concurrent Workshops 10:45 a.m. - 11:45 a.m.	[TU01] Purchasing for Beginners	[TU02] Request for Proposals	[TU03] Travel Management	[TU04] Purchasing Methodology
Lunch 11:45 a.m. - 1:15 p.m.	On Your Own			
Concurrent Workshops 1:15 p.m. - 2:15 p.m.	[TU05] Process Checklists: What's Required?	[TU06] Statewide Contracts	[TU07] Travel Management	[TU08] Change Order Process
Concurrent Workshops 2:30 p.m. - 3:30 p.m.	[TU09] Inventory Management	[TU10] Purchasing's Website & Systems	[TU11] Purchasing Legal Issues	[TU12] Agency Purchases
<b>Wednesday, October 26, 2005</b>				
Concurrent Workshops 9 a.m. - 10 a.m.	[WE13] Fleet Management	[WE14] Problems and Solutions	[WE15] Vendor Registration	[WE16] Purchasing Methodology
10:15 a.m. - 11:45 a.m.	Assigned Buyer / Agency Meetings to be held in Salon E, Conference Room 2-3, 4-5, 6, and Salon F-G			
Group Lunch 11:45 a.m. - 1p.m.	Lunch will be served in Salon A-D			
Concurrent Workshops 1 p.m. - 2 p.m.	[WE17] Purchasing for Beginners	[WE18] Request for Proposals	[WE19] Inventory Methodology	[WE20] Agency Purchases
2:15 p.m. - 3:15 p.m.	Guest Speaker: Kyle Schafer, Chief Technology Officer - This session will be held in Salons A-D			
Conference Banquet 6 p.m. - 8 p.m.	Guest Speaker: Lewis Brewer, Ethics Commission. Agency Procurement Officer of the Year and Partner in Purchasing Recognition Awards will be announced. This event will be held in Salons A-D.			
<b>Thursday, October 27, 2005</b>				
Group Breakfast 9:30 a.m. - 10:30 a.m.	"Sole Source Purchasing" - This session will be held in Salon A-D.			
Group Session 10:30 a.m. - 11:30 a.m.	"NIGP Sponsored Class" - This session will be held in Salon A-D.			
Lunch 11:30 a.m. - 1p.m.	On Your Own			
Concurrent Workshops 1 p.m. - 2 p.m.	[TH24] Process Checklists: What's Required?	[TH25] Statewide Contracts	[TH26] Surplus Property	[TH27] Vendor Registration
Concurrent Workshops 2:15 p.m. - 3:15 p.m.	[TH28] Change Order Process	[TH29] Purchasing's Website and Systems	[TH30] Purchasing Legal Issues	[TH31] Correctional Industries
One-on-One Consultation Sessions: 3:30 p.m. - 4:30 p.m.	This session will be held in Salon D			
<b>Friday, October 28, 2005</b>				
Check Out / Breakfast 8 a.m. - 9:30 a.m.	On Your Own			
Group Session/Conclusion 9:30 a.m. - 10:30 a.m.	Wrap-Up Session - This session will be held in Salon A-C.			

# Current Statewide Contract Update

(As of August 15, 2005)

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 [www.state.wv.us/admin/purchase/swc](http://www.state.wv.us/admin/purchase/swc). For more information, please contact Senior Buyer Betty Francisco at (304) 558-0468 or via e-mail at [bfrancisco@wvadmin.gov](mailto:bfrancisco@wvadmin.gov).

## Contracts Awarded

<u>Contract</u>	<u>Description</u>	<u>Vendors</u>	<u>Effective Date</u>
XRAY05A	X-ray Film, Developer and Accessories	Amiss Systems	07/15/05
LAWN06A	Gasoline Lawn Maintenance Equipment	Crede Tractor	08/01/05
LAWN06B	Gasoline Lawn Maintenance Equipment	Moore's Tractor	08/01/05
FASTEN05	Bolts, Nuts and Miscellaneous Fasteners	Fastenal	08/01/05

## RFQs Out for Bid

<u>Contract</u>	<u>Description</u>	<u>Pre-Bid Meeting</u>	<u>Bid Opening</u>
DCBATT05	Dry Cell Batteries	08/02/05	08/11/05
SYSFURN05	Furniture	07/14/05	08/16/05

## Miscellaneous Action on Statewide Contracts

<u>Contract</u>	<u>Description</u>	<u>Vendor</u>	<u>Comment</u>
DIGCOP04A	Copiers	Sharp Electronics	Change accessory pricing page
DIGCOP04C	Copiers	Komax Business Systems	Added dealer; two model changes
DIGCOP04F	Copiers	Kyocera Mita America	Replace some machines
OIL05-01	Oil and Lubricants	Harris Oil	Change pricing
LAWN06B	Gasoline Lawn Maintenance Equipment	Moore's Tractor Sales	Correct pricing page
OFFICE02	Office Supplies	Office Max, Inc.	Change representative information
RSHEET05	Reflective Sheeting	3M Company	Add item

## Contracts Under Evaluation

<u>Contract</u>	<u>Description</u>	<u>Bid Opening</u>	<u>Under Evaluation</u>
AUD052942	Procurement Card	07/19/05	Yes

## Contracts Renewed

<u>Contract</u>	<u>Description</u>	<u>Vendor</u>	<u>Expiration Date</u>
AUDIT01	Audit Services	Ernst & Young	02/28/06

## 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 included in each contract.

### SEPTEMBER

#### RECMGT

Records Management Services

#### TCARD

Travel Credit Card Services

### OCTOBER

#### LAN

Local Area Network Systems

#### PPHONES

Pay Telephones

#### LIGHT

Lighting; Bulbs

#### OIL

Oil and Lubricants

#### RSHEET

Reflective Sheeting

#### MOTEL

Hotel/Motel Accommodations

# PURCHASING CONNECTION

Recognized for Excellence

## WV Chapter of NIGP Awarded "Small Chapter of the Year"



The West Virginia Chapter of NIGP was recently honored as the "Small Chapter of the Year" at this year's Annual Forum and Products Exposition in California. Members pictured are (l-r) Skip Amole, Nancy Baire, Alberta Kincaid, Susie Teel and Forrest Loudin.

The West Virginia Chapter of the National Institute of Governmental Purchasing, Inc. (NIGP) recently was honored as the "Small Chapter of the Year" at the **Annual Forum and Products Exposition** on July 30 - August 3, 2005 in Anaheim, CA.

NIGP recognizes the efforts and results of meaningful chapter activities in pursuit of excellence in public procurement. This annual awards program honors outstanding

achievements by NIGP chapters and its members. The awards program, which is divided into two categories, individual and chapter contributions, are based on service to the professional, service to the Institute, membership recruitment, chapter member services and overall operations.

Congratulations to the West Virginia Chapter for this prestigious award.

### Last Chance to Sign Up for WV NIGP Chapter's Educational Opportunity

The **West Virginia Chapter of NIGP** is sponsoring a local course, "Introduction to Public Procurement," on September 14-16 at the Hampton Inn at South Ridge Center in South Charleston.

For additional information or to obtain a registration form, please contact Beverly Carte of the Division of Natural Resources at 558-3397.

### Statewide Contract Spotlight

Continued from Page 3

increase in sales. "We've even had some success in passing our competitive pricing on to and including political subdivisions. So, it's been a good way to open some people's eyes up to our services," he added.

Employees of District 2 of the Division of Highways are pleased with their Model IM 3520. "I love it," said Mark Jordan, a Bridge Inspector for the Division. "I'm able to copy the bridge reports, plus the copier will sort and staple them. I believe all the inspectors feel this way about the copier." District Manager Keith Chapman added that he has been very satisfied with the service.

In the Department of Health and Human Resources, Administrative Assistant Brandy Arthur is equally pleased with the service and equipment of Imagistics. "Their servicemen immediately take care of any problems that come up that fall under the state contract. Now, we want to upgrade to an even faster copier."

Located on the fourth floor of the Huntington Bank Building on Lee Street in Charleston, the office is filled with a variety of copiers designed to give personal demonstrations. However, according to Davis, Imagistics will also offer in-house demonstrations, bringing the equipment to the customer's site. "If the customer likes the equipment and it does what they need it to do, we'll leave it there," said Davis.

For questions or more information, contact:

Jeffrey Davis

State Government Representative  
900 Lee Street, Suite 420

Charleston, West Virginia 25301

(304) 346-7048

(800) 218-5228

[www.imagistics.com](http://www.imagistics.com)

# 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**, 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: [dholley@wvadmin.gov](mailto:dholley@wvadmin.gov)



Name \_\_\_\_\_  
Organization \_\_\_\_\_  
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Telephone Number \_\_\_\_\_  
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Need Information about \_\_\_\_\_  
\_\_\_\_\_

## In This Issue... Did You Read About?

- This year's agency purchasing conference is set for October 24-28, 2005 at Mountaineer Race Track and Gaming Center ...**See Page 1.**
- Imagistics was one of the vendors awarded the statewide contract for digital copiers...**See Page 3.**
- Acquisitions Unit works closely with state agencies in providing high quality service...**See Page 4.**
- Current Statewide Contract Update...**See Page 6.**
- West Virginia Chapter of NIGP awarded "Small Chapter of the Year" for their accomplishments...**See Page 7.**

### STATE OF WEST VIRGINIA

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