

March 2024

Purchasing and Contracting Transformation (PACT)

Virtual Forums



WELCOME!

Thank you for being here today.

Agenda

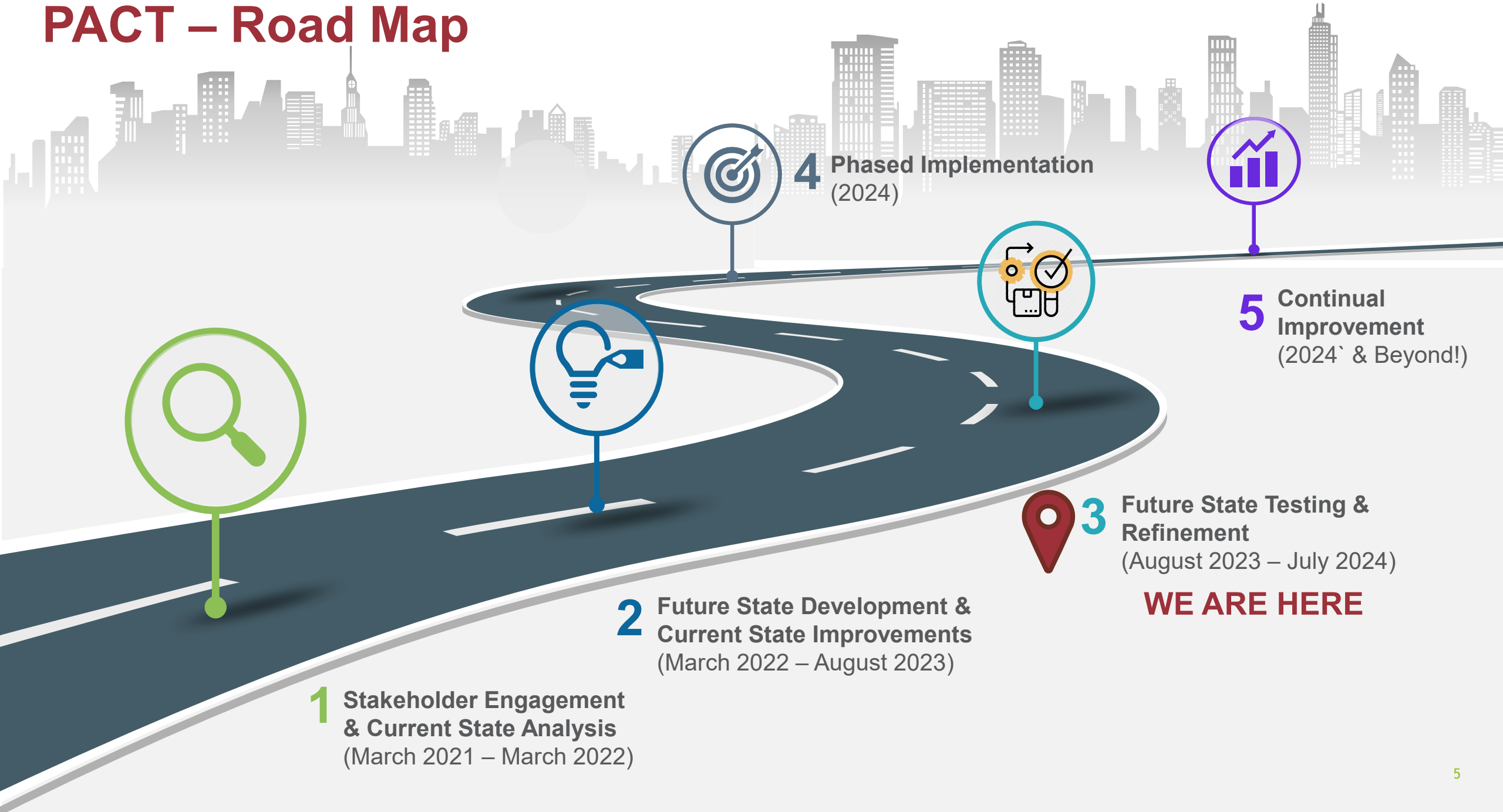
1. PACT What? and Why?
2. Roadmap
3. Community and Contractor Benefits
 - A. Quick Hits – What have we accomplished so far.
 - B. Plans for the future – What have we imagined so far.
 - i. Process, People, Forms, Technology
4. Measures of Success
5. PaC Service Desk
6. Next Steps
7. Questions

Purchasing and Contracting Transformation: The Why and What

- Why?
 - Feedback from community, contractors, and internal partners on needed improvements to our Procurement system.
 - Learnings from COVID experiences.
 - Countywide strategic prioritization to more intentionally invest in building intergeneration wealth and eliminate disparities.
- What?
 - Top to bottom reimagination of Purchasing and Contracting policy, processes, procedures, and overall structure.
 - Focus initially on Professional Services and Expenditure Grant Agreements.
 - Key values: **Transformational, Relational, Transparent, User-Friendly, Efficient, and Equitable**



PACT – Road Map



1 Stakeholder Engagement & Current State Analysis
(March 2021 – March 2022)

2 Future State Development & Current State Improvements
(March 2022 – August 2023)

3 Future State Testing & Refinement
(August 2023 – July 2024)

WE ARE HERE

4 Phased Implementation
(2024)

5 Continual Improvement
(2024 & Beyond!)

Progress Thus Far: Quick Hits



1. Reduced insurance requirements.
2. RFP-related solicitation and response process changes.
3. Removed County Board approval for RFP-related contracts.
4. Ability to amend expired professional services and single source contracts.
5. Ability to make multiple payments on a single purchase order.
6. Multiple awards for one solicitation.

What is Transforming?



People

Streamlining communications for business and community with a main point-of-contact.



Process

Improving processes to decrease time to contract execution by 50%.



Forms

Consolidating documents into a single flexible solicitation format and simplified responses.








Tech

Modernizing systems to meet user needs.

Today

Tomorrow

	Today	Tomorrow
 People	Contractors have minimal support and often have multiple contacts in the County.	Community and businesses will have support throughout the process and one main-point-of-contact.
 Process	Average cycle time from intake to contract execution is 36 weeks.	Decrease time by 50% to 18 weeks - getting funds and services to community faster.
 Process	Utilization of CERT vendors is encouraged and tied to performance measures.	CERT contractors are a first stop with required feedback if a CERT contractor is not identified. Additional support to recruit more CERT vendors and explore opportunities beyond CERT.
 Forms	Multiple solicitation types based on funding source and contract type.	Single, simplified solicitation document regardless of funding or contract type – offering much more flexibility to staff and more ways for community to respond.
 Tech	Solicitations are published through DemandStar; limited social media presence.	Increased access to contracting opportunities through the website, robust social media campaigns, and community-based ads.

Purchasing, Contracting, and Equity



Many areas influenced this work and are at the center of transformation.

- Anti-Racist Economic Justice (AREJ)
- Burns Institute Cohort
- Equity Action Circle (EAC) - Policy and Practices Committee
- Community input from Service Teams, Workshops, and Focus Groups
- Purchasing and Contracting Action Teams (PCATs)

Purchasing, Contracting and Equity – Disparity Study

What is a Disparity Study?

- A Disparity Study determines if inequities exist in public procurement and contracting that adversely affect disadvantaged businesses, minorities and/or women.
- Disparities study findings may allow us to engage more strategies to support W/MBEs.

Status – Joint Disparity Study:

- Ramsey County joined the State of MN and issued an RFP fall 2023.
- There are 11 public entities within MN participating.
- Vendor has been selected and work will begin soon.

Where are We Going? Program Measures of Success

Business Owners' Satisfaction	Target: 80% of those surveyed rate the user-friendliness, efficiency, transparency, equity, and relational aspects of the purchasing and contracting process as a 4 or above on a 5-pt scale by 12/31/24.
Contractors' Satisfaction	
Purchasing & Contracting Staff's Satisfaction	
Operational Effectiveness	Target: Cycle times are decreased by 50% from a baseline average of 36 weeks by 12/31/24.
Financial Equity	Target: Increase annual CERT spend by 15% from baseline of 4% for all procurements and total contract value will increase by 15% from a baseline of \$25.5M by 12/31/24.
Strategic Planning	Target: 3-year procurement-based portfolios and roadmaps that underpin each service team's strategic objectives and priorities will be developed by 12/31/24.
Operational Efficiency	Target: 80% of established milestones for each procurement are met or exceeded by 12/31/24.

Next Steps

1. Looking forward to implementation in the fall.
2. Reporting and monitoring measures of success to demonstrate progress toward intended outcomes.
3. Engage with community and contractors to collaborate on future state opportunities.
 - Workshops and focus groups to test new tools and processes.
4. Partnerships with community to develop equity approach.
 - Developing strategies to take advantage of disparities study opportunities.
 - Codesign purchasing and contracting strategies supporting elimination of racial disparities in wealth and business opportunity.



INTRODUCING: Purchasing and Contracting (PaC) Service Desk!

- The PaC Service Desk launched 3/1/24.
 - Call or email with any purchasing and contracting question, comments, or feedback.
- You can call the PaC Service Desk at 651-266-PACT (7228) or email at PaCHelp@co.ramsey.mn.us.
- Hours of operation are 8:00-4:30 M-F excluding holidays.
- Note: Reach out to listed contracting staff regarding specific solicitations.





Contact us: PaCHelp@co.ramsey.mn.us

651.266.PACT (7228)