

# Department business plan update

Procurement Services Branch

# Branch overview

- Reporting to the Chief Financial Officer, the Procurement Services Branch (PSB) contributes to stewardship of the County's financial resources.
- The County's current procurement environment is largely decentralized with many departments conducting various procurement activities.
- Procurement Services Branch:
  - provides leadership and guidance to the organization
  - is responsible for setting corporate policy, providing governance, and delivering a full range of business services
  - functions are governed and guided by all policies, practices, acts and plans (and any related procedures) to ensure professional and ethical conduct, and alignment with other corporate requirements.

# Core business functions

- 1 Notice of Awarded Contracts
- 2 Procurement Consulting
- 3 Procurement Training
- 4 Public Procurement Process

# Core function highlights

## 1 Notice of Awarded Contracts

Intended to deliver on our policy commitment of transparency.

1173

Contract Awards reported

\$314M

Contract Spend reported

4931

Views publicly

552

Downloads publicly

\*Metrics shown are cumulative since program initiated in 2014

Data Source: Open Data Portal  
Data Set details as of March 31, 2021

# Core function highlights

## 2 Procurement Consulting

Procurement Services Branch offers a variety of consulting services to internal and external stakeholders, clients and the general business community.

- Consulting with internal departments on development of best practices to inform business decisions throughout SCBT project, ERP design and configuration requirements, as well as future state processes.
- Moved to Divisional alignment within PSB to build strategic relationships with clients, developing better understanding of business needs, and increasing collaboration on current and future procurement requirements.

# Core function highlights

## 3 Procurement Training

Procurement Services offers training sessions on the various procurement related modules and functions to internal staff and stakeholders.

- PSB continues to offer training on RIS JDE PO Module to train internal users on how to create, modify, or approve purchase orders.
- PSB is working with SCBT and SI Partner to develop training requirements, documents and resources to ensure all users are equipped to support the organizational needs in the new ERP.
- Other training paused due to COVID will continue to be halted until redesigned training can be rolled out to address new ERP processes and requirements.

# Core function highlights

## 4 Public Procurement Process

This is the largest program Procurement Services facilitates annually.

128

Procurement  
Number Requests  
received in 2020

89

Procurement  
Number Requests  
received as of  
March 31, 2021

79

Procurements  
supported by PSB in  
2020

73

Procurements  
supported by PSB as  
of March 31, 2021

\*Metrics shown are cumulative since program initiated in 2014

Data Source: Open Data Portal  
Data Set details as of March 31, 2021

# Successes and challenges

- Successfully rolled out:
  - upgraded procurement templates without disruption to clients or workloads.
  - minor process changes required to mitigate risks to enable remote work capabilities.
- Capacity challenges resulting from:
  - Increase in unexpected number of requests for PSB support in Public Procurement Process.
  - SCBT project secondment requirements to support project deliverables.
- Buyer training workshops halted during COVID remain cancelled due to reduced capacity, and known changes coming with Business Transformation implementation to reduce change management.



# COVID Impacts

- Staff impacts
  - Majority effectively working from home, transition went well due to access to laptops and hardware they were able to transport easily, and the previous implementation of online tools such as TEAMS, Bonfire, etc.
  - Staff development training planned for 2020 was postponed to 2021; likely to be further postponed to 2022 due to timing of ERP implementation.
- Service impacts
  - Workloads and projects shifted initially within the team to accommodate clients as departments shifted priorities due to COVID impacts.
  - Projects delayed in 2020 are increasing 2021 workloads.
- Financial impacts
  - Reduced costs in office supplies and business expenses like printing, postage, mileage, and staff development costs.

# Employee engagement

Engagement survey theme	Engagement initiative	People Plan focus area
Staff and resources	Monitor workloads, maintain open door policy and open lines of communication, provide staff with tools, resources and time to complete assigned tasks	Clear Purpose, Team, Trust
Communication	Maintain high level of information sharing within the branch by encouraging sharing on lessons learned in all team meetings	Clear Purpose, Team, Trust
Career growth, staff and resources	Support and encourage acting and secondment opportunities to enhance professional development and cross functional learning	Leadership, Accountability

# Initiative name – E-Procurement Tool

## Overall initiative status



Initiative status	Current status	Previous status
Time	R	G
Scope	G	G
Budget	G	G

## Alignment to strategic goals

- Goal 9: Continuously improving the way we work, as one organization, in an agile and sustainable manner.
- Result: Leverages tools (i.e. technology, equipment) to assist in service delivery

## Key deliverables

- Implement agreement with extended contract term to use E-Procurement Tool with basic functionality required to meet legislated requirements
- Increase from basic bid management module to include basic elements of e bidding that will include the capability of accepting e-bonding
- Increase number of licenses to extend use of tool to departments conducting decentralized procurement activities

## Opportunities/Challenges

- First phase of configuration and design validation against requirements launched on March 22.

## Risks

System Integration partner for the new ERP indicated in their response, some aspects required from the E-Procurement Tool may be achieved within the new ERP solution.

Resources required to support procurement of E-Procurement tool are also heavily involved in SCBT project.

## Mitigation

Delay procurement of E-Procurement tool to identify which requirements can be met by the ERP solution rather than implementing duplicate capabilities.

Delay procurement activities to allow resources to focus on ERP Implementation

# Questions?

