

PURCHASING POWER

A publication of DAS Procurement Services

GOOD STUFF CHEAP® Vol. II, No. 8

February 2001

New Contracts

Mean More Purchasing Power For You



Audio Visual Contract

DAS' vision became a reality when it recently implemented a multiple vendor Audio Visual contract. "We took a new approach," said contract specialist Tina Costanzo. The contract was a multiple award to multiple vendors. "We targeted a percentage discount off of a manufacturer's catalog, so customers can choose from a full range of items at a reasonable price.

Costanzo said DAS Procurement Services tried to incorporate items to meet all AV needs that incorporated industrial and commercial quality from products such as TVs, VCRs, and overhead projectors.

An evaluation team comprising procurement staff and potential users scrutinized the bid responses, making sure that bid responses and selected vendors were suited to meet all AV needs.

"We looked at the quality of products, geographic distribution channels, past history, and product lines," said Costanzo. Most of the products on contract come with a manufacturer's guarantee, but repairing doesn't always make economical sense.

Allowing multiple vendors also allows for greater flexibility.

"If one vendor doesn't cover a particular product line or geographic area, others will," said Costanzo. Awarded vendors are located across the state so users can choose those closest to them.

"Our customers can make business decisions based on their business needs. They can choose lowest price or convenience," said Costanzo.

Costanzo indicated that feedback has been positive. Users remarked that the options were there and it was easy to use. All products will eventually be available to order online through CTGovCtr, our E-Commerce ordering vehicle.

The five-year contract is available for use right now. The contract number is RFP990-A-05-0343-C.

*Please see **New Contracts**, continued on page 3*

In This Issue

**More to buy
New contracts
for the goods
and services
you need**

1

**Pennywise
Updates and
info on
ongoing
projects**

2

**Out and
About
New contract
open house**

3

**Money Clips
On the money info
and other spare
change**

4

**E-Commerce
Extra
Get the facts
and the stats**

Insert



PENNY WISE

We've done great, and it just gets better.

It's a new year – the true start of the millennium for the purists. We have just completed analyzing the results of our annual customer satisfaction survey and we are quite pleased with the results. You can read about the survey in this issue of Purchasing Power. We are particularly pleased with the three year trend of increasing satisfaction that the survey detected. It's gratifying to see that our work is producing results; we will keep working to improve Procurement Services.

Speaking of improvement, the survey did indicate that we could do a better job communicating with you. This was particularly evident with calling you back after you leave messages for us. Seems like we all live in a world of voice messages and email these days and its frustrating for all of us. Telephone tag and talking to machines has become a way of life. While the overall score on this area of the survey was in fact quite favorable, there was room for improvement and we are going to concentrate on this part of our operation in the future.

We will establish guidelines for callbacks, look at improving our messages on our answering systems and perhaps suggest some techniques that you can use when you leave messages. I can't guarantee that you will get a "live voice" on every call but we should be able to provide you with a reasonable call back time.

On another subject, we held our second CTGovCtr (formerly OrderLink) Users Group Meeting in early February. We are planning these meetings several times a year; it's a great vehicle for users to meet with Procurement and Digital Commerce Corporation to preview new enhancements and offer suggestions for improvement. The meeting also provides a forum for users to exchange ideas with one another and, unrelated to e-commerce, to talk with our Contract Specialists about other Procurement subjects. In fact, this meeting has been expanded to include representatives of the Comptroller's office and the DAS Document Management facility. We suspect that future meetings will evolve from a CTGovCtr users group to a forum where our customers can interact with their peers

in Procurement and other DAS units - a logical progression on our path of continuous improvement.

Finally, on the subject of e-procurement, we recently reached the 10,000 order milestone in GovCenter processing over \$6,000,000. New contracts and system improvements are added regularly. Check the Procurement website Message Facility for the latest news on CTGovCtr and other Procurement developments.

Jim Passier

ES

PURCHASING POWER

*A publication of
DAS Procurement Services*

John G. Rowland
Governor

Barbara A. Waters
Commissioner

James Passier
Manager - Procurement Services

DAS Communications
Layout and design

*For more information about any of the articles in
Purchasing Power, contact us at:*

Phone: (860) 713-5095

Fax: (860) 713-7484

E-mail: Heather.Cavanaugh@po.state.ct.us

\$UCCESS \$TORY

New Contract Open House Shows the Benefits of Buying Online

An open house held by Corporate Express brought in droves of users of the new office and paper supply contract.

Hundreds of users from agencies, towns, and municipalities visited the Rocky Hill Marriott to learn more about how the contract has changed.

“This time we added small businesses to the office and paper supply contract,” said Contract Specialist Cindy Milardo. “Agencies and political subdivisions can use these vendors to help meet set-aside goals, or to do business with small companies in their hometowns.”

Vendors on the contract were at the open house displaying available products. Every hour there was an information session about the contract where users could learn about changes to it, and to learn about how they could get on board with CTGovCtr.

“People had no complaints about using the system,” said Milardo. “They pointed out how the new features are very helpful, such as the shorter search time. Everyone was very thankful to DAS for addressing their concerns and helping to train on the system.”

DAS had representatives from Business CONNections, E-Partners, and the Environmental Purchasing Program available to answer questions. Digital Commerce Corporation was also on hand to display the CTGovCtr system, and show attendees how they could sign up.

A question and answer period allowed attendees to witness how to order online and view the new capabilities of the system.

“This was not business as usual dealing with state government,” said Milardo. “We are strongly competing with corporate entities who aren’t even doing this. Our goal is to help make purchasing easier and I believe we’ve done that.”

New Contracts, continued from Page 1

Printing Contract

The fine print is easy to read on this contract. The new printing contract is a victory for DAS, its customers, small business, and printing vendors.

“It’s the only contract like this,” said Linda LoSchiavo, printing contract specialist. This printing contract is a multi-vendor contract. Every quarter, new qualified vendors are allowed to get on board as they realize the contract is up and running. There are currently 28 vendors on the contract and the next quarterly update will be on February 1.

“We are really encouraging small businesses to get on the contract,” said LoSchiavo. Right now the contract is 50 percent small business. Small businesses can choose the county they want to cover, whereas larger companies must be able to accommodate customers statewide.

Not only does this help agencies and municipalities to meet their Set-Aside goals, it enables customers to deal with vendors exclusively in their county.

The contract covers all print jobs from \$10,000 to \$50,000 and all various kinds of printing processes, such as newsletters, brochures, pamphlets, booklets, folders, calendars, and annual reports. When vendors submit a bid, they must also submit an equipment list and samples so customers know the company’s capabilities. They can also visit the vendor to see proofs or do a press check.

“Agencies save time because they no longer have to fill out an SP-10,” said LoSchiavo. All customers have to do is get three quotes on their respective print job. The new process also saves time for Procurement staff.

The contract award number is RFP001-A-15-0647-C and is available on the DAS website (www.das.state.ct.us/busopp.asp).

Contracts galore

As always, Procurement is finding more ways for you to buy more stuff at a cheaper price. Here are some of the things we have on deck. Upcoming contracts include:

- Carpeting
- Lawn and maintenance equipment
- Uniforms
- Tools
- School furniture



On the Road

Our resident coverboy Jim Passier will be speaking at the National Association of State Purchasing Officials at a conference to be held in Las Vegas on March 6. Passier will speak about e-commerce and what's going on in our home state of Connecticut.

CTGovCtr is one of the few, if not only, productive e-procurement systems running in state government. But there are lots of exciting innovations developing in several states. This conference provides a great networking and learning opportunity for state procurement directors. ■



Procurement Services
 165 Capitol Avenue
 Box 150414
 Hartford, CT 06115-0414

BULK RATE U.S. POSTAGE PAID PERMIT NO. 4313 HARTFORD, CT
--

COMMERCE
Extra

The customer is always right!

And they said we did a pretty good job.

Customer satisfaction ratings for Procurement Services have been rising over the past few years and this year, they really skyrocketed. DAS' Strategic Leadership Center performed an assessment with Procurement's customers and compiled the results, which were overwhelming.

"We are thrilled with the results," said Procurement Manager Jim Passier. The group was rated in content areas of knowledge and creativity, timeliness, responsiveness, quality, and communication. "We are particularly pleased with the three-year trend on increasing satisfaction that the survey detected. It's gratifying to see that our work is producing results and we will keep work-

ing to improve Procurement Services," Passier added.

The overall rating climbed from 69% in 1997 to 97% in 2000. The quality category received a 100% satisfaction rating. No category fell below an amazing 93% satisfaction.

"These kinds of results indicate the extraordinary customer services our procurement staff is giving our sister agencies and municipalities across the state. It's a great example of the state working like a business," said Commissioner Barbara Waters.

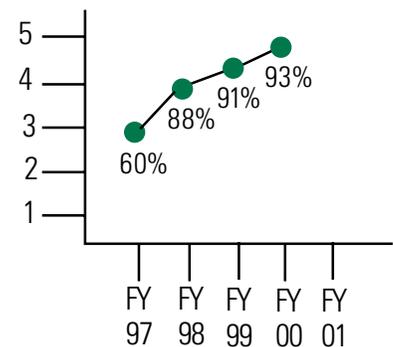
Here's the picture:

Customer Satisfaction ratings:

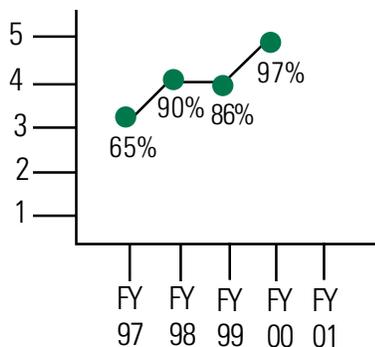
- 5 = excellent
- 4 = very good
- 3 = good
- 2 = fair
- 1 = poor

Graphs indicate Customer satisfaction rating (1 - 5) and satisfaction percentage

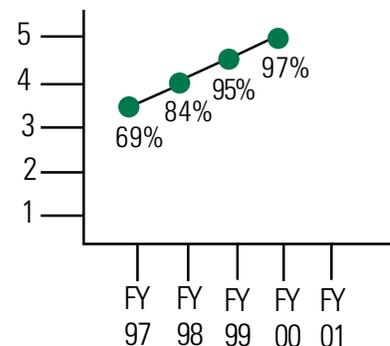
Timeliness



Responsiveness



Overall rating



CTGovCenter on the Rise

It started as OrderLink. It started with just a few orders. Now the CTGovCtr e-commerce system has gone full speed ahead. Our marketing has gotten you online, our training has made ordering easier, and our stellar system has kept you buying cheaper and faster. The statistics tell the story. What started with a few pilot users has grown to an ongoing list of agencies and municipalities who have bought over six million dollars worth of goods in the past year.

Who's Buying? Who's Selling?



CTGovCenter requestors - 1,648

Organizations - 238

Available contracts - 96

Small Business (SBE) contracts - 18

Vendors (total) - 110

CTGovCenter Orders

