



Growing IT Value in the Organization
**Technologies to
Harness the Procurement Process**

Karen Mayfield, Managing Principal
Timothy Vogelsang, Programming Team Lead
eSolutionsGroup Ltd.

MISA 2010

June 3, 2010

Company Overview

About eSolutionsGroup

- A core team of 50 and 110 total staff
- Solutions that have been recognized throughout Canada
- More than 1,125 projects successfully delivered in the past 5 years
- Member of the Conestoga-Rovers & Associates Family of Companies (CRA) with over 3,000 employees and over 90 offices worldwide
- CRA voted Best 50 Managed Companies in Canada
- ISO 9001:2008 Registered Quality System Certified



Agenda

- Purchasing Pitfalls
- Make it Stop
- Implementation
 - From the Outside In
 - From the Inside Out
- Grow IT Value to Business Organization
 - Lessons Learned

Purchasing Pitfalls



Purchasing Pitfalls

- RFTs, RFPs and Formal RFQs
 - Posted to website, local papers, trade magazines
 - MERX and Biddingo
- Large (often paper files) vendor records/database
- Bid Documents closed manually
- Addendums posted or sent to proponents manually
- Award and regret letters sent by individual email



Purchasing Pitfalls

- Labour intensive
 - One-off communication
 - Manually upload, close, take down
- Vendor management
 - No centralized database of information
 - Manually updated vs. vendor updated
 - Difficult to track, internally liaise re: vendor management



Make it Stop



Purchasing Pitfalls



...and it's getting more difficult

- Maintaining, implementing best practices
- More work; fewer or busier staff
- Increasing legislative, audit requirements
- Public scrutiny and need for transparency
- Vendor equitable treatment complaints...or even lawsuits

Implementation – From the Outside In



Demo – Public interface

Implementation – From the Inside Out



Demo – Admin interface

10

Growing IT Value to the Organization **- Lessons Learned -**

Lessons Learned

- Community Best Practices
- Understand the Business Pain
- Proven Process
- Continually Improve; Build to Scale Up



Lessons Learned

The screenshot shows the Northumberland County website's 'Bid Opportunities' page. It features a search filter for 'Current Status' set to 'Open' and a table of active bids. The table lists a bid for '27-16 - 24 Queen St Elevator' with a closing date of 'Thursday, June 10, 2010 02:00 PM'. Below the table, there are instructions for users, including a requirement to create an account and a note that bids received without signed addendums will be rejected.

Closing Date	Name	Status	Register
Thursday, June 10, 2010 02:00 PM	27-16 - 24 Queen St Elevator	Open	Register View Details

Community Best Practices

- Town of Milton (<https://bids.milton.ca>)
- Northumberland County (<https://bidtender.northumberlandcounty.ca>)
- City of Cornwall (<http://bids.cornwall.ca>)
- City of Owen Sound (<http://bids.owensound.ca>)
- City of St. Catharines (<http://bids.stcatharines.ca>)
- York Region (In development) (<http://bids.york.ca>)

Lessons Learned



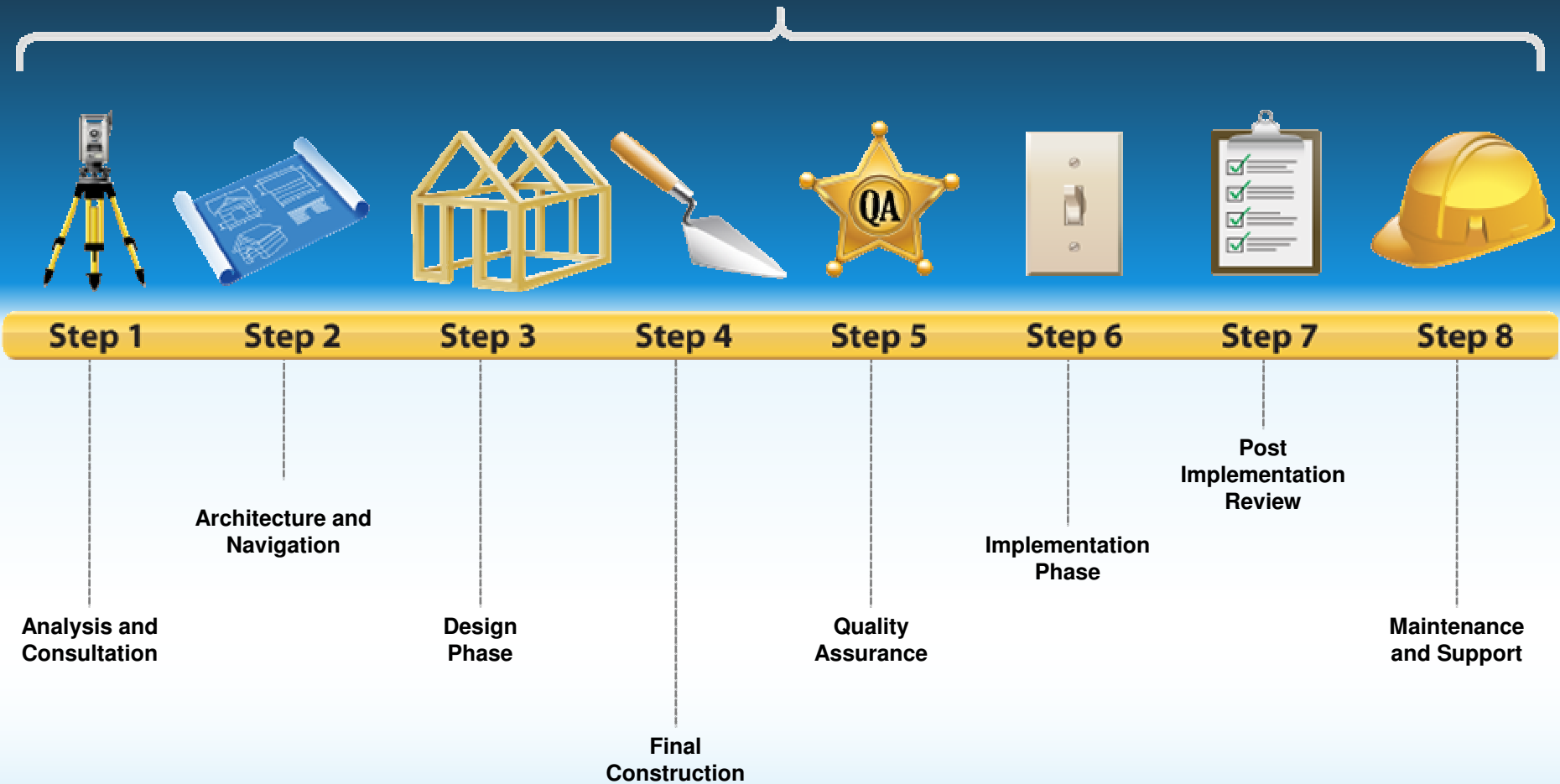
Understand the Business Pain

- Business needs of procurement, other impacted departments
- Your internal customer and THEIR customer
- Workflow detail and impact
 - Inside the organization
 - Outside too
- Legislative, end user, public requirements

14

Lessons Learned – Proven Process

REGISTERED COMPANY
ISO 9001



Lessons Learned

- Continually Improve
 - Build to Scale Up
 - Build to Integrate
- WSIB and Insurance Tracking
- RFQ Submission Online
- New Reports



How Do We Know?



//programmer



MARKETER



Creative

In a highly competitive and complex industry, we are uniquely prepared and qualified to adapt and evolve to the continuously changing landscape.

Working together to do one thing – get you results.



For More Information

- **Karen Mayfield**
Managing Principal, eSolutionsGroup
(519) 884-3352, ext. 5200
kmayfield@eSolutionsGroup.ca
- **Timothy Vogelsang**
Programming Team Lead, eSolutionsGroup
(519) 884-3352, ext. 8570
tvogelsang@eSolutionsGroup.ca

Growing IT Value in the Organization Technologies to Harness the Procurement Process

Karen Mayfield, Managing Principal
Timothy Vogelsang, Programming Team Lead
eSolutionsGroup Ltd.

MISA 2010

June 3, 2010