

TRANSFORMATIVE TECHNOLOGY

CURRENT & FUTURE

PROCUREMENT SYSTEM PROCUREMENT SYSTEM

Disconnected systems create ...

- ✗ Lack of transparency (status updates)
- ✗ Barriers for small businesses

Oracle enhancements will ...

- ✓ Improve customer status updates
- ✓ Make it easy to do business with us
- ✓ Leverage existing tech investments

Expert consultants said our system causes these significant problems for our vendors ...

1 Vendors must register in 3 separate systems

! 70% of vendor registrations (9,843) are **unusable** due to errors.

2 Paper-based system is slow and costly

Over **1.5 million pages** of documents are delivered annually by courier or snail mail.

Paper documents require over **1,000 staff hours** to issue receipts and scan. Late submittals prevent vendors from competing for procurements.

Experts recommend these solutions for our vendors ...

- 1 One central portal for vendors to register, bid, and track payments will reduce errors and redundancies, and remove barriers for small businesses.



- 2 Enabling a comprehensive e-business solution integrated with current systems, including DocuSign.



Problems for King County agencies include ...

3 Customers can't track status

Customers must call to check on services like procurements and travel reimbursement.

Data is manually re-entered up to 4x causing errors and delays.

4 Poor data hinders decision-making

Poor data prevents agencies from developing realistic procurement timelines.

Data for Council and public disclosures can only be accessed by KCIT, or must be compiled manually.

Solutions for our agency customers ...

- 3 Oracle software integrations give status updates and detailed expenditure tracking.



- 4 Robust data helps us develop accurate timelines and respond to public requests.



ENHANCE YOUR USER EXPERIENCE

CURRENT & FUTURE

PROCUREMENT SYSTEM PROCUREMENT SYSTEM

Disconnected systems cause ...

- ✗ Duplication of work
- ✗ High error rates
- ⚠ 70% of vendor registrations are *unusable* due to errors

Oracle enhancements offer ...

- ✓ Fast, efficient data entry
- ✓ Reduced errors
- ✓ Investment in existing tech

What’s the problem?



1 Customers must register separately in multiple systems.

For example, small businesses must register 3 times:

- Vendor registration
- SCS small business certification
- Roster membership

2 Databases don’t connect to Oracle.



3 Data is manually re-entered up to 4 times.

Redundancies result in costly errors and slow-downs.



4 About 80 bid documents per month are delivered by courier or snail mail.

Deliveries create a constant stream of traffic to our office and require significant staff time to issue receipts and scan documents.



5 We can’t run basic reports.

We’re forced to ask KCIT for several basic reports each month.

Some data required by statute and for Public Disclosure Requests must be compiled manually.



Upgrade now, lean cost savings later

- 1 Electronic document submittal with DocuSign.
- 2 Central portal reduces errors and redundancies, removes barriers for small businesses.
- 3 Software for P-Card, travel, and reimbursement integrates with Oracle.
- 4 Customers can track progress (status updates).
- 5 Enhanced reporting.



#

BY THE NUMBERS

Online Vendor Registration (OVR) and Oracle

- Registered vendors: 14,015 (9,843 unusable)
- Solicitations posted in 2017: 309
- P-Card transactions in 2017: 112,039

QUESTIONS?

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