

Welcome to the GPL's Procurement Excellence Network!

Informational Webinar

December 5, 2022



HARVARD Kennedy School
Government Performance Lab

Icebreaker



In the chat:

Share your name, what government you represent, and a major procurement-related challenge you face.



Agenda

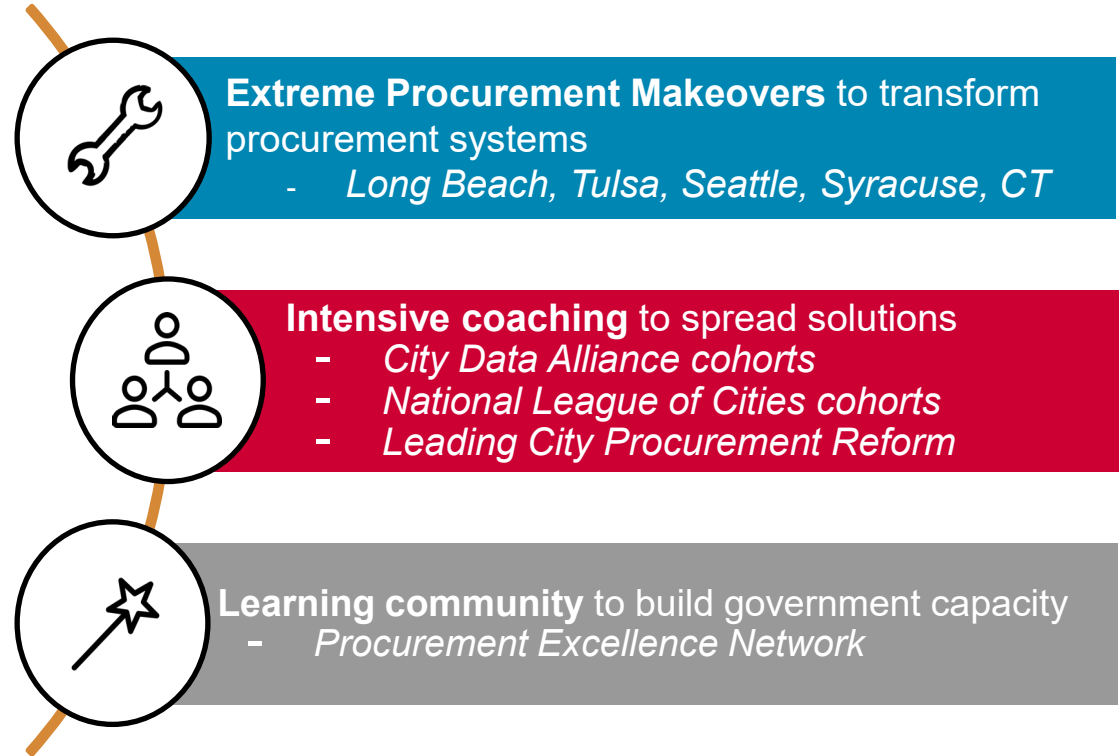
- [5 min] What is the Government Performance Lab (GPL)?
 - [5 min] About the Procurement Excellence Network (PEN)
 - [15 min] PEN Demonstration
 - [15 min] Q & A
-

What is the Government Performance Lab?

In the last decade, the Government Performance Lab (GPL) has led over 200 projects across 35 states



HARVARD Kennedy School
Government Performance Lab



We believe procurement excellence equals four components



Efficient & Fair

Transforms the procurement process to be efficient, inviting, and transparent

Excellence looks like:

- Procurement runs quickly, smoothly, and cost-effectively
- Solicitations are accessible and inviting



Results-Driven

Improves the outcomes of contracted programs, products, and services

Excellence looks like:

- Services are high quality and meet residents' needs
- Vendors propose innovative solutions



Equitable

Invests in equity to improve economic mobility and achieve better outcomes for historically marginalized populations

Excellence looks like:

- Small and MWBE-owned businesses get their fair share of contracts
- Services are delivered equitably



Strategic

Elevates and resources procurement as a strategic function

Excellence looks like:

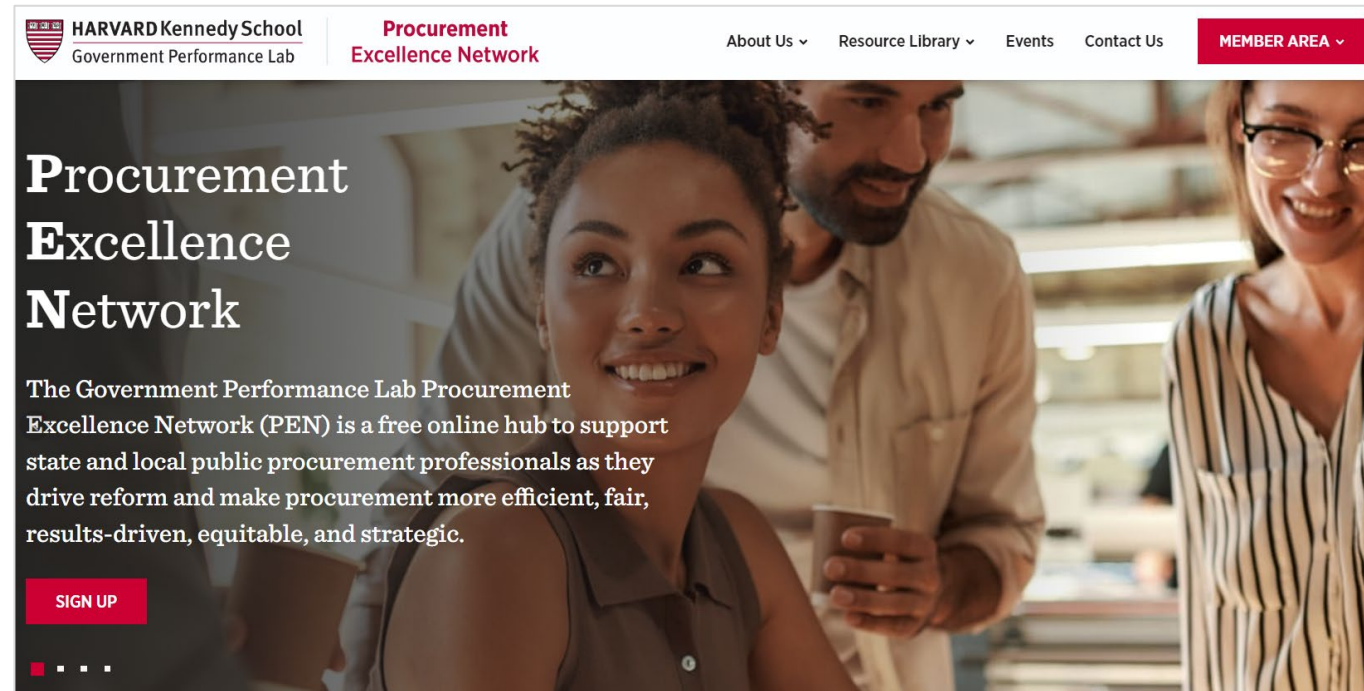
- Staff are well-trained and supported
- The gov't anticipates and plans for procurement needs well in advance

About the Procurement Excellence Network

Why the Procurement Excellence Network?

- **Many eager procurement reformers need support and want access to tools, resources, and peer support to launch their own transformation.**
 - However, despite starting our work in government with a passion to improve the lives of our residents, all too often we get bogged down in the day-to-day frustrations of making effective change.
- At the GPL, we have learned so much from our projects to reform procurement, but we've haven't always devoted time to sharing those findings. We wanted to find **new ways to scale and spread** our strategies.
- This community is a space you can come to **rekindle your passion** and inspire yourself, your colleagues, and even your suppliers to achieve the impact you know is possible.

What is the Procurement Excellence Network?



Website Offerings

Resource Library

Community Conversations

Member Portal and Directory

Non-Website Offerings

Live Virtual Events

Office Hours


Newsletter

[GPLPEN.HKS.HARVARD.EDU](https://gplpen.hks.harvard.edu)

The Procurement Excellence Network is a community for procurement professionals who know procurement is a tool for effecting lasting change, a place where innovators and change-makers in state and local government can come together to share best practices, find resources, and refine their craft.

Resource Library Topics


PROCESS EFFICIENCY

 EFFICIENT & FAIR

Speeding up, simplifying, and standardizing the steps in the procurement process

[VIEW RESOURCES](#)


DATA & TRANSPARENCY

 EFFICIENT & FAIR

Using data to increase transparency, identify cost savings, and improve procurement operations

[VIEW RESOURCES](#)


SOLICITATION PLANNING, WRITING, & EVALUATION

 RESULTS-DRIVEN

Conducting market research, drafting outcomes-focused solicitations and evaluation criteria

[VIEW RESOURCES](#)


CONTRACT MANAGEMENT & VENDOR PERFORMANCE

 RESULTS-DRIVEN

Improving outcomes for residents by better managing contracts and evaluating vendor performance

[VIEW RESOURCES](#)


VENDOR DIVERSITY & OUTREACH

 EQUITABLE

Correcting disparities to increase vendor diversity by understanding barriers and setting equity goals

[VIEW RESOURCES](#)


DELIVERING CONTRACTED SERVICES EQUITABLY

 EQUITABLE

Understanding if and why contracted services are not being provided equitably to different populations

[VIEW RESOURCES](#)


COLLABORATING WITH INTERNAL STAKEHOLDERS

 STRATEGIC

Elevating procurement's strategic value through staff collaboration and leadership buy-in

[VIEW RESOURCES](#)

TRAINING & CAPACITY-BUILDING

 STRATEGIC

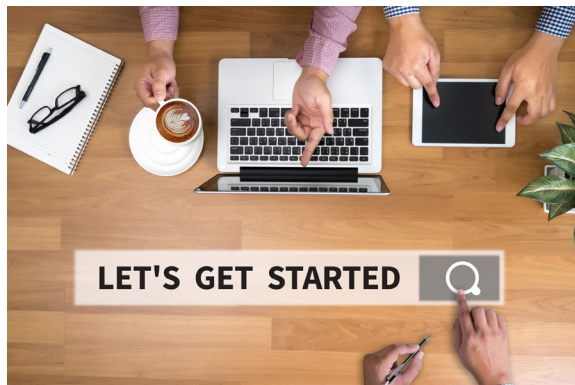
Building procurement knowledge, capacity, and skills by leveraging staff and vendor training

[VIEW RESOURCES](#)

Example Resources

Solicitation Getting Started Toolkit

- This toolkit includes three tools you can use to shift towards more proactive engagement with other departments:
 - A procurement intake form
 - A kickoff meeting slide deck
 - An RFP getting started worksheet



Assessing & Tracking Vendor Performance

- Setting up a vendor performance evaluation system can enable governments to track important performance data over time.
- This how-to guide will help you get started in setting up a vendor performance evaluation system in your government.



Process Mapping 101

- This slide deck is a resource you can review at your own pace that covers the mechanics of process mapping and how it can be an asset to your procurement transformation efforts.
- The appendix includes sample slides and notes you can use for your own process mapping sessions.



Upcoming Events

Tuesday,
December 6

1:00pm –
2:00pm ET



Wednesday,
December 14

2:00pm –
3:00pm ET

Thursday,
January 12

1:00pm –
2:00pm ET



Who is eligible to join PEN?

- PEN is open to professionals who work in **local, regional, or state** government in the **U.S., Canada, and Latin America.**
- PEN is designed for **government/civil service professionals** and **elected local and state leaders** in both **junior and senior roles.**
- There is **no limit** to the number of individuals who can join from a given jurisdiction. Feel free to invite your whole team!
- The target audience for PEN is **individuals whose work touches procurement.**
- Those working at the federal level or at corporations, nonprofits or think-tanks are **not currently eligible to join PEN.**

Procurement Excellence Network Demonstration

How do I sign up to join PEN?

- Signing up only takes a few minutes.
- First, you'll fill out a short form to create your account. Be sure to use your government email address.
- Once the PEN team has verified that you work in government, you'll receive an email prompting you to complete your profile.
- **Head to our [Sign-Up page](#) to get started!**

Sign Up

** Indicates required fields

First Name *

Last Name *

Government you work for *

City *

State *

Country *

Job Title *

Government Email Address *

Password *

Confirm Password *

Strength indicator

Terms of Service *
Please scroll to the bottom of the Terms of Service to activate the checkbox.

PROCUREMENT EXCELLENCE NETWORK TERMS OF SERVICE

Welcome to the Procurement Excellence Network ("PEN"), an online platform offered by President and Fellows of Harvard College, acting through the Government Performance Lab at the Kennedy School of Government ("GPL").

I agree to the Terms of Service

I agree to receive communications from PEN

SUBMIT

Procurement Excellence Network

Sign up for free access to:

- A member directory
- An online discussion board
- Virtual peer roundtables
- A growing resource library
- Interactive trainings
- Office hours with GPL experts

Q & A

Q & A

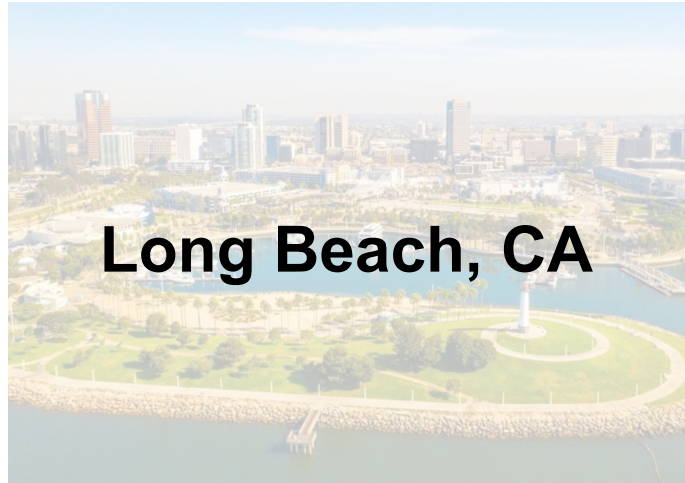
Feel free to come off mute to ask questions or to type them in the chat!

Appendix

Example Projects



Transforms the procurement process to be efficient, inviting, and transparent



Long Beach, CA



Boulder, CO



Improves the outcomes of contracted programs, products, and services



Invests in equity to improve economic mobility and achieve better outcomes for marginalized populations



Phoenix, AZ



Glendale, AZ



Elevates and resources procurement as a strategic function

Homepage

- Our homepage explains who we are and what we do at PEN.
- It also shows a rotating cast of PEN members, events & opportunities, and featured resources.
- Use the menus at the top of the page to navigate through the site, or simply click on anything that interests you on this page to learn more!

The screenshot shows the homepage of the Procurement Excellence Network (PEN). At the top, there is a navigation bar with the Harvard Kennedy School Government Performance Lab logo, the PEN logo, and links for 'About Us', 'Resource Library', 'Events', 'Contact Us', and a 'MEMBER AREA' button. The main content area is titled 'Pillars of Procurement Excellence' and features a grid of four pillars: 'Efficient & Fair', 'Results-Driven', 'Equitable', and 'Strategic'. Below this is a section for 'Events & Opportunities' with three featured events: 'PEN Informational Webinar #1', 'Training: Conducting Market Research', and 'PEN Informational Webinar #2'. A large quote from Amber Paxton, Director of the Office of Financial Empowerment in Lansing, MI, is also visible.

HARVARD Kennedy School
Government Performance Lab

Procurement Excellence Network

About Us ▾ Resource Library ▾ Events Contact Us **MEMBER AREA ▾**

Pillars of Procurement Excellence

The Government Performance Lab's Procurement Excellence Framework is a set of strategies designed to help governments use procurement and contracting to achieve better outcomes for residents.

| Efficient & Fair | Results-Driven | Equitable | Strategic |
|---|--|--|--|
| Transforms the procurement process to be efficient, inviting, and transparent | Improves the outcomes of contracted programs, products, and services | Invests in equity to improve economic mobility and achieve better outcomes for historically marginalized populations | Elevates and resources procurement as a strategic function |

Events & Opportunities

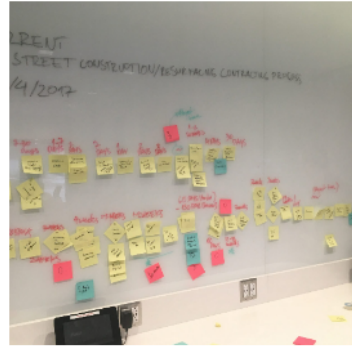
- PEN Informational Webinar #1**
The Procurement Excellence Network (PEN) is a community for procurement professionals who know procurement is a tool for effecting lasting change, a place where innovators and change-makers in state and [...] November 21, 2022 | 1:00 pm - 2:00 pm EST
- Training: Conducting Market Research**
It's frustrating to write a solicitation when you feel like you're in the dark on the subject matter, but government employees sometimes fear that collaborating with prospective vendors or outside [...] November 30, 2022 | 2:00 pm - 3:00 pm EST
- PEN Informational Webinar #2**
The Procurement Excellence Network (PEN) is a community for procurement professionals who know procurement is a tool for effecting lasting change, a place where innovators and change-makers in state and [...] December 05, 2022 | 11:00 am - 12:00 pm EST

“
Amber Paxton
Director, Office of Financial Empowerment
Lansing, MI
"In my department, we partner with contracted local organizations to run programs that advance economic mobility for the Lansing community. We've increasingly worked to write RFPs that aren't so prescriptive, which has enabled the vendor community to offer more innovative solutions. It's a win for us, our vendors, and the residents of Lansing."
”

Resource Library

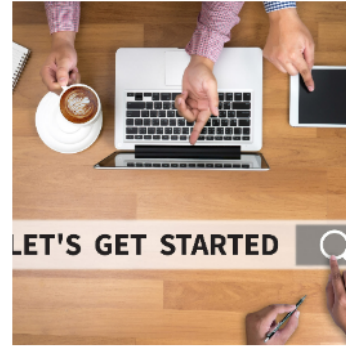
- Our resource library has free, downloadable resources for anyone interested in procurement (not just PEN members).
- Resources are available in a variety of formats, from bite-size quick reads to in-depth how-to guides to plug-and-play templates.
- There are 8 different topic areas for you to discover.

Featured Resources



TRAINING : PROCESS MAPPING 101: HOW TO MAP YOUR PROCUREMENT PROCESS TO REDUCE CYCLE TIMES

[VIEW RESOURCE](#)



QUICK READ : SOLICITATION GETTING STARTED TOOLKIT: OVERVIEW

[VIEW RESOURCE](#)



HOW-TO GUIDE : SURVEYING YOUR VENDOR COMMUNITY TO ASSESS SATISFACTION AND IDENTIFY PAIN POINTS

[VIEW RESOURCE](#)



HOW-TO GUIDE : USING GOVERNMENT PROCUREMENT TO ADVANCE RACIAL EQUITY

[VIEW RESOURCE](#)

Topics

PROCESS EFFICIENCY

EFFICIENT & FAIR

Speeding up, simplifying and standardizing the steps in the procurement process

[VIEW RESOURCES](#)

DATA AND TRANSPARENCY

EFFICIENT & FAIR

Using data to increase transparency, identify cost savings, and improve procurement operations

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SOLICITATION PLANNING, WRITING, & EVALUATION

RESULTS-DRIVEN

Conducting market research, drafting outcomes-focused solicitations and evaluation criteria

[VIEW RESOURCES](#)

CONTRACT MANAGEMENT & VENDOR PERFORMANCE

RESULTS-DRIVEN

Improving outcomes for residents by better managing contracts and evaluating vendor performance


[VIEW RESOURCES](#)

Events

- PEN members can attend our live virtual events, including GPL-led trainings and peer roundtables.
- If you missed or can't attend an event, you can download the event materials and watch the recordings here.

Events And Opportunities


Upcoming



PEN Informational Webinar #1
INFO SESSION
November 21, 2022 | 1:00 pm - 2:00 pm EST

The Procurement Excellence Network (PEN) is a community for procurement professionals who know procurement is a tool for effecting lasting change, a place where innovators and change-makers in state and local government can come together to share best practices, find resources, and refine their craft. If you believe procurement can be a powerful tool for [...]


[LEARN MORE >](#)



Training: Conducting Market Research
TRAINING
November 30, 2022 | 2:00 pm - 3:00 pm EST


It's frustrating to write a solicitation when you feel like you're in the dark on the subject matter, but government employees sometimes fear that collaborating with prospective vendors or outside stakeholders crosses over a legal line and creates an unfair advantage. However, communicating with vendors in a fair and open way before a formal solicitation [...]

[LEARN MORE >](#)



PEN Informational Webinar #2
INFO SESSION
December 05, 2022 | 11:00 am - 12:00 pm EST

The Procurement Excellence Network (PEN) is a community for procurement professionals who know procurement is a tool for effecting lasting change, a place where innovators and change-makers in state and local government can come together to share best practices, find resources, and refine their craft. If you believe procurement can be a powerful tool for [...]



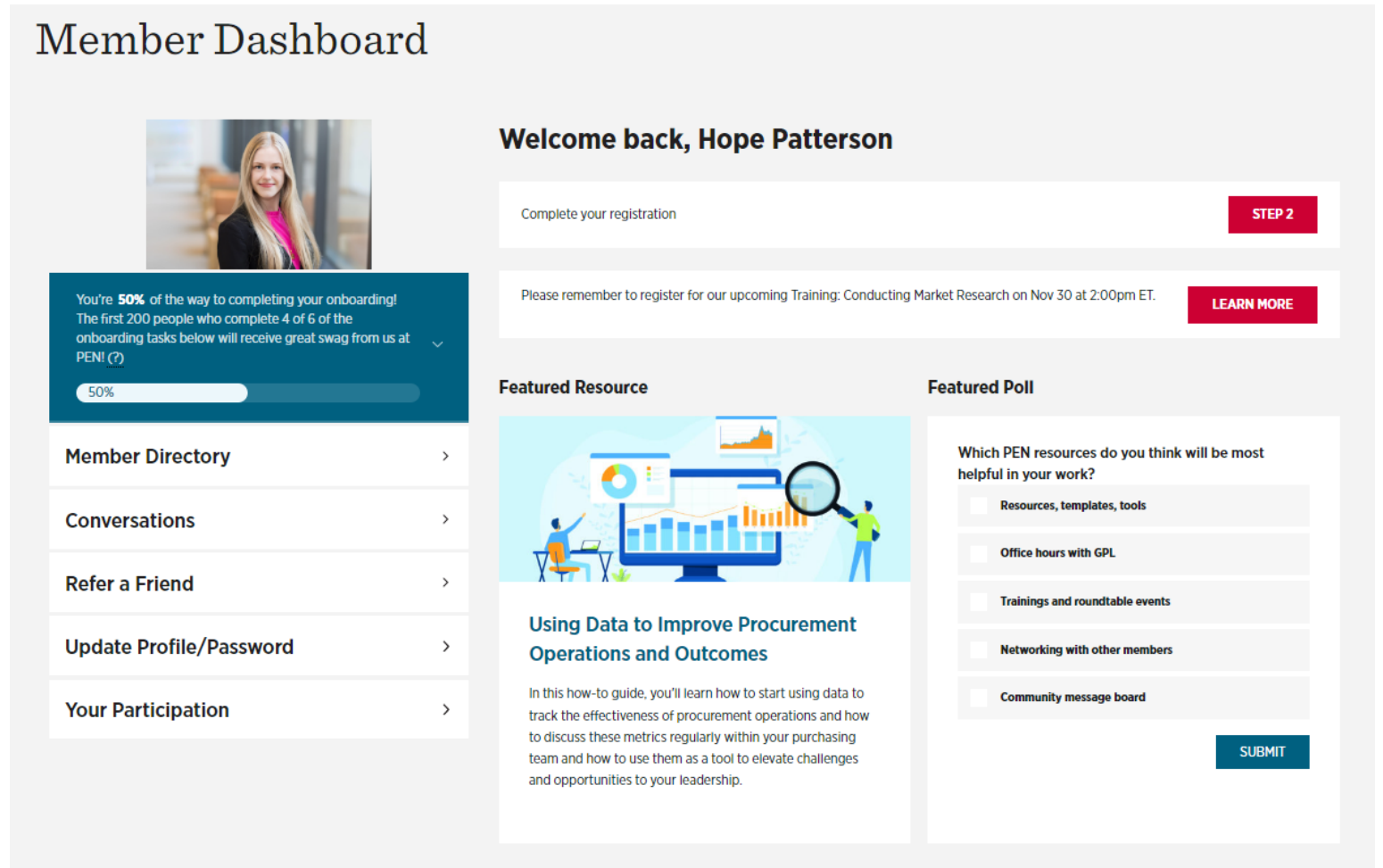
Roundtable: Vendor Performance Evaluation
PEER ROUNDTABLE
December 06, 2022 | 1:00 pm - 2:00 pm EST

Many governments do not have mechanisms in place to formally track the performance of their vendors. Without an understanding of how vendors are doing, governments are limited in their ability to improve performance or to make well-informed decisions about hiring a vendor in the future or renewing a contract. In this roundtable jointly facilitated by [...]

Member Area

- This is the heart of our member-exclusive content: the Member Area.
- Member Dashboard is your personal landing page to check out the newest resources and conversations, submit your answer to our featured poll, access our Member Directory and Conversations board, and update your account settings.
- The first 200 members to complete their onboarding checklist will receive free PEN swag in the mail!

Member Dashboard



The screenshot displays a user's Member Dashboard. At the top, it says "Welcome back, Hope Patterson". Below this is a progress bar for "Complete your registration" at 50%, with a "STEP 2" button. A reminder to register for a training on Nov 30 is also present with a "LEARN MORE" button. The dashboard is divided into two columns. The left column contains a "Member Directory" section with a list of links: "Member Directory", "Conversations", "Refer a Friend", "Update Profile/Password", and "Your Participation", each with a right-pointing chevron. The right column features a "Featured Resource" titled "Using Data to Improve Procurement Operations and Outcomes" with a brief description and a "SUBMIT" button. Below the resource is a "Featured Poll" titled "Which PEN resources do you think will be most helpful in your work?" with five radio button options: "Resources, templates, tools", "Office hours with GPL", "Trainings and roundtable events", "Networking with other members", and "Community message board".

Welcome back, Hope Patterson

Complete your registration **STEP 2**

Please remember to register for our upcoming Training: Conducting Market Research on Nov 30 at 2:00pm ET. **LEARN MORE**


Member Dashboard

You're **50%** of the way to completing your onboarding! The first 200 people who complete 4 of 6 of the onboarding tasks below will receive great swag from us at PEN! (?)

50%

- Member Directory >
- Conversations >
- Refer a Friend >
- Update Profile/Password >
- Your Participation >

Featured Resource



Using Data to Improve Procurement Operations and Outcomes

In this how-to guide, you'll learn how to start using data to track the effectiveness of procurement operations and how to discuss these metrics regularly within your purchasing team and how to use them as a tool to elevate challenges and opportunities to your leadership.

Featured Poll

Which PEN resources do you think will be most helpful in your work?

- Resources, templates, tools
- Office hours with GPL
- Trainings and roundtable events
- Networking with other members
- Community message board

SUBMIT

Member Directory

- The Member Directory is our LinkedIn-style encyclopedia of all PEN members.
- You can search for members by name, jurisdiction, or area of expertise.
- To find out more about a particular member and get their contact information, simply click on their name.
- We encourage members to reach out to one another if they have questions or want to discuss similar procurement challenges!

The screenshot shows the Harvard Kennedy School Procurement Excellence Network Member Directory. The header includes the Harvard Kennedy School Government Performance Lab logo, the Procurement Excellence Network name, and navigation links for About Us, Resource Library, Events, Contact Us, and a red MEMBER AREA button. Below the header are three search filters: Search Members By Name, Search By Jurisdiction, and Filter By Expertise. The main content area displays four member profiles, each with a headshot, name, title, organization, location, and a list of expertise areas in blue buttons.

| Member Name | Title | Organization | Location | Expertise Areas |
|--------------|--|-----------------------|-------------------------|--|
| TJ Martin | Assistant Finance Director and Chief Procurement Officer | City of Phoenix | Phoenix, Arizona | Process Efficiency, Contract Management and Vendor Performance, Staff Training and Capacity-Building |
| Michael Owh | Chief Deputy Director | County of Los Angeles | Los Angeles, California | Process Efficiency, Data and Transparency, Procurement Codes Ordinances and Policies, Array |
| Annie Perez | Director of Procurement/Chief Procurement Officer | City of Miami | Miami, Florida | Process Efficiency, Procurement Codes Ordinances and Policies, Contract negotiations |
| James Wagner | Director, Working in Neighborhoods | City of Tulsa | Tulsa, Oklahoma | Grants (including ARPA CDBG HUD), Data and Transparency, Collaborating with Internal Stakeholders |

Community Conversations

- Community Conversations is our online discussion board for asking procurement questions, sharing best practices, and connecting with other PEN members.
- You must agree to follow our Community Values when posting to this discussion board.
- We encourage members to ask for advice or tips while conducting market research, drafting a solicitation, or managing a contract!

Questions & Answers

ASK QUESTION

| | | |
|--|--|---------------|
| | Solicitation Inspiration Hope Patterson Government Performance Lab 28 views · Sanford Hess Answered question 3 days ago | 0 Votes 1 Ans |
| | Simplifying Procurement Process for Vendors Valerie Eisenson City of Boston 8 views · Valerie Eisenson Asked question 11.21.2022 | 0 Votes 0 Ans |
| | Diversity and Equity Annie Perez City of Miami 48 views · Cynthia Matz Posted new comment 11.21.2022 | 0 Votes 2 Ans |
| | Re-writing Your Procurement Code TJ Martin City of Phoenix 21 views · nate@neonrain.com Changed status to publish 11.17.2022 | 0 Votes 0 Ans |
| | Resources or Advice to Help Convey Full Procurement to Payment Process? Colin Erhardt Commonwealth of Massachusetts 16 views · Colin Erhardt Asked question 11.16.2022 | 0 Votes 0 Ans |
| | Cost control in the face of inflation Hope Patterson Government Performance Lab 8 views · Hope Patterson Asked question 11.15.2022 | 0 Votes 0 Ans |