

# E-PROCUREMENT ADVANTAGES, DISADVANTAGES AND LESSONS LEARNED

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# Agenda

- What is eProcurement
- eProcurement's Proliferation
- Advantages
- Disadvantages
- Lessons Learned
- Q&A



And now for something completely different.....



# What is eProcurement?

- Utilizing Web-based technology for Complete Supply Chain Management Lifecycle

- Requisitioning/Approving

- **Sourcing**

- Vendor registration

- Solicitations (formal and informal)

- Ordering

- Purchase Orders

- Catalogs

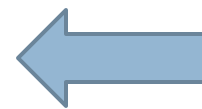
- Contract Management

- Award

- Administration

- Closeout

- Receipt/Payment Processing



**Focus**

# eProcurement Proliferation



Public | Purchase®



# Business Models of Solution Providers

- **Agency Supported Fees** – per buyer/contracting officer, # of solicitations/contracts/vendors, amount of your annual spend
- **Vendor Supported Fees** –free, flat rate/year or month
- **No Fees** – Google: gMail, Drive, Calendar, Books, etc. Revenue is generated from other sources.



# Advantages

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- Quicker processing times
- Better communication
- Vendors profile maintenance
- Larger vendor pool/increased competition/lower \$
- Audit trails



# Advantages (continued)

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- Public Bid Openings
- Targeted outreach
- Better controls
- No printing/copying/mailing costs
- Data sharing

# Advantages (continued)

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- Automated bid tabulations
- Increased transparency
- Vendors obtain access to multiple agencies bidding opportunities
- Bid Templates
- Pre-acceptance of Terms & Conditions

# Disadvantages

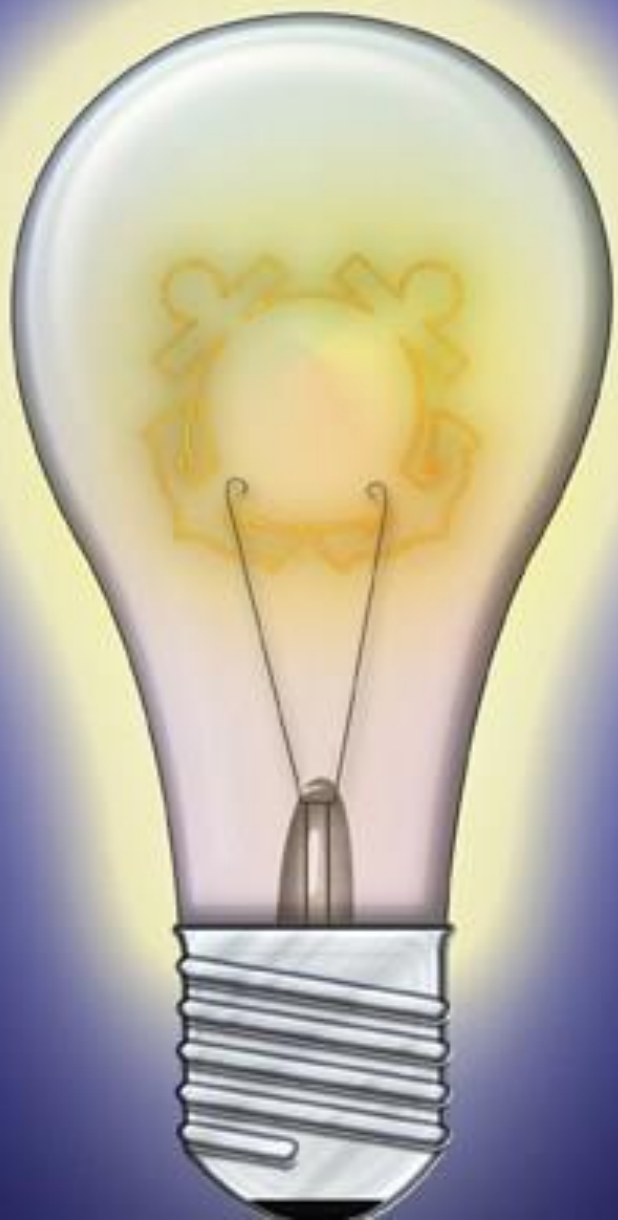
- Learning curve
  - Contracting Officers
    - How tech savvy is your staff?
    - How well do they embrace new technology?
  - Vendors
    - How tech savvy are your suppliers?
    - How well do they embrace new technology?

# Disadvantages (continued)

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- ❑ Vendor confusion
- ❑ Public Bid Openings
- ❑ No hardcopies
- ❑ No more binders!
- ❑ Multiple eProcurement Providers
- ❑ Increased competition

LESSONS



LEARNED

# Lessons Learned

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- Phased in approach (start slow)
  - Pilot system first
    - “Drive it around the block”
  - Change Management
    - Use your most computer challenged employee to test
    - Find a Champion

# Lessons Learned (continued)

- Training, training, training
  - Contracting Officers
  - Other internal users (Acctg/End User/Eval Team)
    - Access to system to view bid
  - Vendors
    - Communications
    - Formal training (who provides? – your agency or eProc vendor?)
    - Incorporate into any standard “vendor outreach” you perform
  - Public

# Lessons Learned (continued)

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- Use 'Generic' email account
- SPAM/Junk settings
- Don't procrastinate
  - ▣ Late bids
  - ▣ Incomplete bids



# Lessons Learned (continued)

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- Public Access to documents
- Confidential documents
- Join a User Group
  - ▣ Learn from others
  - ▣ Share ideas/tips/tricks/hints
- Crawl, walk, run, soar!!

# Recap

- Defined eProcurement
- eProcurement's Providers
- Advantages
- Disadvantages
- Lessons Learned

Let's  
Recap

# Questions/Comments/Sharing



- Questions?
  
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