

A nighttime photograph of the Long Beach harbor. In the foreground, a marina is filled with numerous sailboats and yachts. The middle ground shows a large, brightly lit ship docked at a pier. In the background, the city skyline is visible, featuring several tall cranes and buildings. The sky is dark, and a large firework display is in progress, with several bright, starburst-like explosions in shades of pink, purple, and white. The overall scene is vibrant and festive.

PERISCOPE  
ePROCUREMENT SOFTWARE

# LONG BEACH

City Council Meeting – August 3, 2021

Photo credit: #thisislb

# Introduction

- ePro is a procurement technology solution with the following components:
  - ✓ Prospective vendor database
  - ✓ Competitive solicitations, including Invitations to Bid and Requests for Proposals
  - ✓ Small, local, and disadvantaged business data
  - ✓ Contract management assistance
  - ✓ Information Reporting
- Over the last three years, procurement in Long Beach has undergone extensive evaluation and updates in response to City Council, City Leadership, and City Auditor's requests.
- ePro is integral to Long Beach's procurement reform and will promote the City's inclusive and responsible procurement goals.

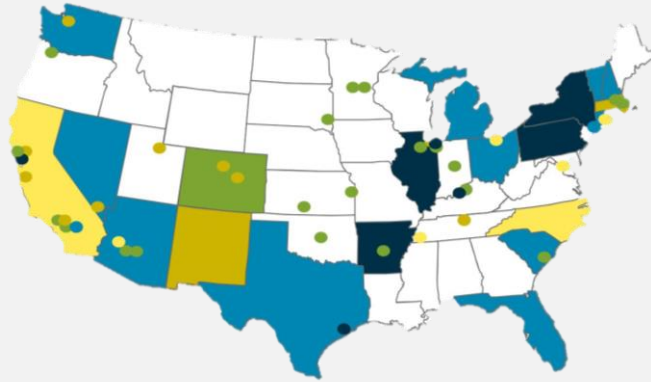
# Long Beach is undergoing an Extreme Procurement Makeover

- **Remaking procurement** in Long Beach to work better **for departments**, for the **vendor community**, and ultimately for **residents**
- Top-to-bottom renovation of procurement policy, process, and practice:
  -  Increase **equitable access** to business opportunities for vendors
  -  Enable better and more equitable **outcomes** from contracted programs, services, and products
  -  Faster, **more efficient**, strategic procurement processes

# Partnership with Harvard Kennedy School

Prior years

2020



## GPL Policy Areas

- Procurement systems
- Criminal justice
- Child welfare
- Homelessness & behavioral health
- Workforce development



Fellows provide **hands-on assistance** and supported by **team of technical experts** from Harvard Kennedy School's Gov't Performance Lab (GPL)



GPL supports implementation of industry **best practices**



**Long Beach is on the cutting edge** of a national move for ambitious comprehensive procurement reform

# Goals optimize data and metrics for improvements in equity and efficiency

2020

2021

2022

## Model Procurement Plan



*Set goals to improve Purchasing Division operations.*

- Identifies **guiding values**, goals, and metrics
- **Informs planning** and process decisions
- Holds Purchasing Division **accountable** for making procurement more **inviting, equitable, efficient, and impactful**



# Request for proposals (RFP) template impacts proposals and awards

2020

2021

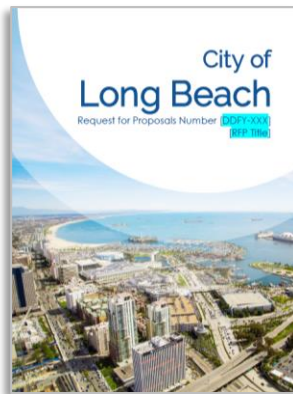
2022

## Model Procurement Plan



*Set goals to improve Purchasing Division operations.*

## RFP Template



*Write better RFPs. Get better and more diverse proposals.*

- **Easier to use** and inviting for vendors
- Elicits **clearer descriptions** of City's needs, lowering barriers for prospective vendors to develop **high-quality proposals**
- Benefits **small, local, and disadvantaged vendors**

# Forecasting promotes inclusive procurement

2020

2021

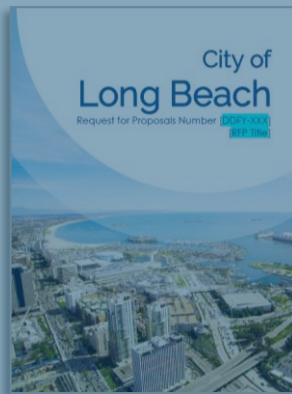
2022

## Model Procurement Plan



*Set goals to improve Purchasing Division operations.*

## RFP Template



*Write better RFPs. Get better and more diverse proposals.*

## Procurement Forecast

Department	FY21 Forecasted Solicitations
Airport	11
City Clerk	1
City Manager	5
Citywide	25
Development Services	7
Disaster Preparedness	3
Economic Development	10
Financial Management	28
Fire	16
Health	13
Human Resources	4
Library Services	26
Parks, Recreation & Marine	22
Police	12
Public Works	9
Technology & Innovation	16
<b>Total</b>	<b>208</b>

*Increase equity through better planning and coordination.*

- Goal of **publishing forecast** for vendor community
- Allows for better **local outreach**
- Particularly important for **small, local, and disadvantaged businesses**

# Vendor outreach and engagement work will launch in August 2021

2020

2021

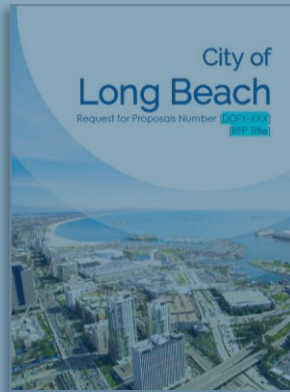
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## Model Procurement Plan



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*Increase efficiency through better planning and coordination.*

## Vendor Engagement



*Reach more local businesses and build their capacity for contracting.*

- Increasing **accessibility**
- Improving **engagement**
- Building **capacity**
- Work with City departments to onboard local vendors



# eProcurement Software will be implemented in 2022

2020

2021

2022

## Model Procurement Plan

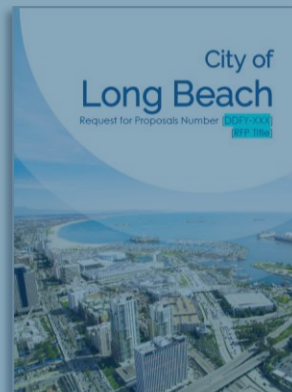
**Our Goals**

The Purchasing Division has set goals to ensure we are delivering against our values. The following key performance indicators (KPIs) will be reviewed quarterly along with metrics that inform the Division's management decisions.

- Results-Driven: In 95% of high priority contracts strategic goals are defined, contract performance is managed and used to inform renewal decisions.
- Best Value: 95% of citywide staff report procurement processes result in high quality goods and services, at competitive prices.
- Service: 95% of citywide staff responsible for procurement functions are trained on procurement best practices and results-driven contracting strategies within six months of assuming the role.
- Efficient: 90% reduction in cycle times for RFPs (6-month average cycle time for RFPs and IFBs).
- Competitive: 95% of solicitations are competitive (receive 23 responses).
- Fair: No solicitations receive a protest that is substantiated by a neutral independent source.
- Equitable: Small/ Local/ Diverse/ Disadvantaged vendors bid at rates that match availability.
- Transparent: 95% of bidders believe the solicitation process is transparent.

*Set goals to improve Purchasing Division operations.*

## RFP Template



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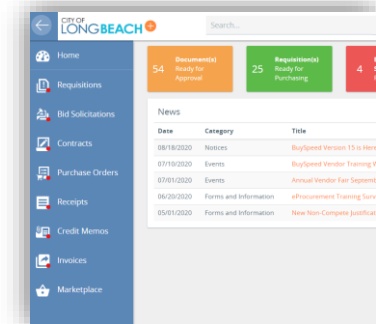
*Increase efficiency through better planning and coordination.*

## Vendor Engagement



*Reach more local businesses and build their capacity for contracting.*

## eProcurement Software



*Continue lowering barriers to do business with the City.*

# ePro supports lowering barriers to contracting opportunities



- More intuitive user interface and experience helps **bridge digital divide**
- Enhanced **Language Access Policy** capabilities
- More features for **sourcing from local vendors**

# ePro promotes better management of vendor contracts



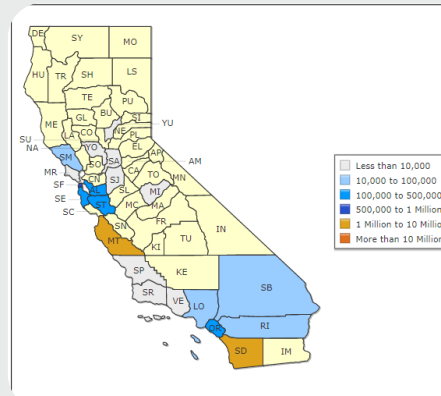
- Automated administrative functions allow City staff to **focus on vendor partnerships**
- Incident management and response feature streamlines communication and **improves contract outcomes**

# ePro enables reporting & data-driven performance management

Lowering barriers

Contract management

Data and reporting

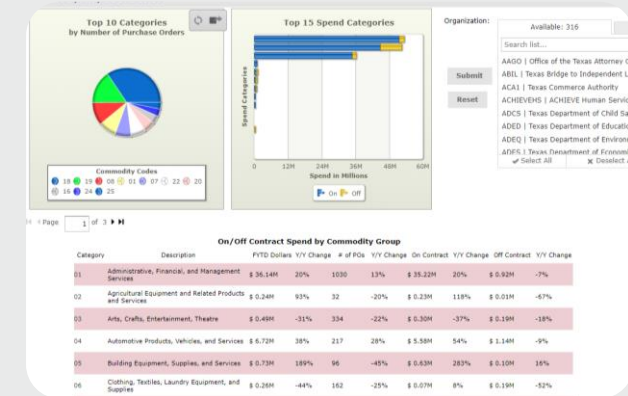


## California State Spend Fact Sheet

Total Spend in State: \$ 11,816,401.42

### Top Ten Vendors in the State

Vendor Name	Spend / Count
MEDIMPACT HEALTHCARE SYSTEMS INC	\$ 5,782,000.00 / 3
LANGUAGE LINE SERVICES	\$ 1,955,063.54 / 100
Hargis + Associates, Inc	\$ 1,776,640.80 / 28
WESTED	\$ 826,273.33 / 5
ORACLE AMERICA INC	\$ 229,965.12 / 4
RTZ Associates, Inc.	\$ 219,473.00 / 2
World Institute on Disability	\$ 208,576.25 / 2
Teledyne Advanced Pollution Instrumentation	\$ 204,891.40 / 7
H&W Independent Solutions, Inc.	\$ 188,250.00 / 1
MORPHOTRAK LLC	\$ 91,397.46 / 1



- Supports tracking progress and managing toward **vendor diversity goals**
- Enhanced operations insight to **identify other barriers** to contracting
- Provides **trends analysis** opportunities

# Long Beach awarded for procurement excellence in 2020 & 2021



- Achievement of Excellence in Procurement Award from the National Procurement Institute
- Only 70 cities nationally receive this award
- Long Beach was evaluated on over 40 industry best practice criteria, including:
  - Innovation
  - Professionalism
  - Productivity
  - Leadership
  - Excellence in Procedures



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