



Recommendations for Reform: Improving the Procurement Process - Finance and OED Committee Update 5/08/2023

Miller³ Consulting has provided recommendations to the City to improve the procurement process. In response to these recommendations, the City has been working on implementing meaningful changes that will improve access to City Procurement opportunities for minority owned businesses.

Address Decentralized Nature

Recommendation

The City should address the decentralized nature of the procurement process and its impact on DBE participation.

Action Plan

1. Explore procurement workflow and DBE support tools
2. Centralize the compliance and oversight function of the DBE program

Progress made

1. OED and the Finance department have explored various technology solutions to improve the DBE certification workflow, online support services, online vendor registration, and contract compliance abilities. We will be moving forward with DBE certifying tools. We are in the process of securing funding for the frontrunner solution. Vendor Self Service is being implemented by the Procurement team. We are piloting DBE Support Services via Pro Rank Solutions.
2. Finance has requested an FTE for DBE administration and contract oversight.

Support Community Economic Development Partnerships

Recommendation	Action
Identify community economic development and inclusive procurement objectives	Develop partnerships with community organizations
Actualize community economic development objectives through procurement	Identify projects and services that align with community organization's objectives

Progress Made:

OED has identified key partnerships within the community willing to serve procurement objectives:

- The Wilmington Alliance has secured \$15k in funding on behalf of the City through the National League of Cities in support of inclusive procurement, which they intend to use to work with DBE's in addition to their Wilmington Made initiative.
- True Access Capital has created a New Markets Opportunities initiative focused on wrapping businesses in services to help them compete for private and municipal contracts. OED is actively engaged as a partner and advisor for both programs.

Provide Procurement and DBE Training

Recommendation

Provide procurement and DBE training and development to all staff.

Action Plan

Create diverse supplier training content for employees with purchase power.

Progress Made:

The Procurement department recently conducted city wide procurement training. We will continue to search for opportunities to participate in industry level inclusive procurement events, workshops, and training, such as attending the upcoming National Minority Supplier Diverse Council (NMSDC) in the Fall.

Address Data Capture Issues

Recommendation

The City should address data capture issues to effectively monitor and track all procurement decisions.

Action Plan

1. Explore procurement workflow and DBE support tools
2. Explore a contract compliance tool

Progress Made:

Securing procurement support and contract compliance software will go a long way to address data capture issues. Generally moving from paper document based procedures to digital capture at a transaction level will yield exponentially better data that can be used to measure and set performance goals. OED is in final discussions with a market leader in this space to bring a solution to the City in the near future.