SPOTLIGHT: CONSTRUCTION AND MAINTENANCE PRODUCTS GROUP

The Construction and Maintenance Products Group is one of six commodity groups within the Supply Chain Services organization. The Group, led by Procurement Supervisor Vanessa Sinclair, purchases a wide range of products for all City departments, including:

- Building Materials and Supplies;
- Construction Equipment, Parts, and Supplies;
- Electrical and Lighting Equipment and Supplies;
- Floor Coverings, Lumber and Plywood;
- Landscape Equipment and Supplies;
- Ground Care Products;
- Roofing Supplies and Services.

Vanessa started her career in January 1990 with the Los Angeles Department of Water and Power as a Clerk Typist. She promoted to Senior Clerk Typist in 1993 and returned to night school to complete her bachelors Degree in Applied Business Management in 1994. In January 2000 she promoted to Procurement Analyst II (formerly known as Buyer) in the Department of General Services. In May 2002 she earned her certification as a Professional Public Buyer, and completed her Masters Degree (Cont. on page 2)

NEW CONTRACT PROVIDES FULL RANGE OF INTEL-BASED COMPUTER SOFTWARE

A long-term annual contract, which expands the variety and availability of Intel-based computer software to cover virtually all applications required by City Departments, was recently completed with Compucom Systems. The five-year contract came to fruition through the efforts of a joint agency commodity contracting team represented by Supply Chain Services (SCS) and the Information Technology Agency. The team was led by Carmelita Legaspi, Procurement Supervisor for SCS’s Information Technology Products Group.

Ms. Legaspi said that prior to implementation of the new contract, SCS was processing a large number of One-Time (Cont. on page 3)
Spotlight (Cont. from page 1)

in Business Administration in May 2003. In August 2004 she promoted to the position of Procurement Supervisor.

The Construction and Maintenance Commodity Group reports to Supply Services Manager, Tom Kasowski. In addition to Vanessa, the Group is composed of Connie Espinoza, Hector Lucero, Martha Medina, Shoshana Shabazz, and Melissa Yusilon. The Group administers 160 annual contracts and processes about 500 One-Time Purchase Orders each fiscal year. One of the interesting pending procurements is for timber from Montana for the Golden Monkey exhibit at the Los Angeles Zoo.

Among the Group’s responsibilities are: arranging supplier fairs to provide City customers familiarity with products available through contract; initiating requests for quotation; conducting pre-bid and pre-award conferences; conducting job walks; analyzing and evaluating quotations; meeting with suppliers to enhance the contracting process; analyzing bid responses; completing contract awards; and resolving contract related problems. The Group also monitors legal requirements to ensure that suppliers are eligible to receive a contract award with the City.

Some of the Group’s accomplishments are: mega contracting for Electrical Supplies and four pre-qualified contractors (orders greater than $3,000); contracts with pre-qualified contractors for HVAC.
New Computer Software Contract
(Cont. from page 1)

Purchase Requisitions from individual City departments for con-contracted software products.

“This process was time consuming and costly,” she added. “The new contract will cut approximately 75% from the order processing time for previously non-contracted software.”

Software available under the contract includes products from Novell, Microsoft (Select Level D), Corel, Adobe, Symantec, Veritas, and miscellaneous computer software. The contract also includes end user desktop, help desk, developer, and installation/implementation support during regular and overtime hours.

According to Ms. Legaspi, the contract team employed strategic sourcing methodology that defined the supplier solicitation strategy until efficient and effective specifications were developed and end user department’s current and future requirements were identified.

Next, SCS solicited bids through the competitive bidding process, and a rigorous analysis of each bid was undertaken. The Commodity Contracting team met with the City Attorney and Mayor’s Office of Economic Development to ensure that an equitable award was made. The contract was awarded to the lowest, most responsible bidder meeting all technical, commercial and legal requirements of the solicitation document.

Ms. Legaspi said that the contract will result in cost savings of $2.1 million over the five-year contract period. An additional five option years will expand the contract savings to an estimated $4.2 million over the full term of the contract. In addition to the tangible cost savings, the contract projects significant indirect administrative cost savings that cannot be quantified. And with the Departments of Airports and the Harbor beginning to use the contract, the potential cost savings for other City departments is present as well.

In addition, the award was benchmarked with Compucom’s contract with the County of Los Angeles, County of Fresno, State of California and the previous City of Los Angeles contract. “This comparison clearly shows that the current City contract offers substantial savings over those negotiated by much larger agencies,” Ms. Legaspi said, adding that the contract includes a commitment to the City’s Minority Business Opportunity Center (LA MBOC) to contract out 100% of the services to MBE/WBE companies.

IMELDA DE GUZMAN NAMED ASSISTANT DIRECTOR OF PAYMENT SERVICES

The General Services Division has named Imelda de Guzman de Guzman Assistant Director of the Supply Services Division’s Payment Services Group following the departure of Yolanda Huang, who occupied the position prior to joining GSD’s Construction Division.

Ms. De Guzman came to the City in 1993 as an Accountant in the Controller’s Office after serving as a State Auditor for the Commission on Audit in the Philippines. In January 2001 she was promoted to Senior Accountant I in Payment Services, and promoted back to the Controller’s office just four months later as a Senior Accountant II. The Controller’s Office named her a Principal Accountant I in August 2006, and in November she assumed her current position. Of her new Assistant Director post, she said, “To have the opportunity to serve in an Assistant Director capacity for the City is an honor, and the high point of my career.”

Spotlight (Cont from page 2)
Electrical Retrofitting and Re-lamping, and Elevator/Escalator Maintenance; establishing the cooperative purchasing agreement for Hand and Power Tools, based on the Western States Contracting Alliance award; and renegotiation of the contract for wood ladders for the Fire Department.

In early 2007, the Group made a presentation, with the Inventory manager for Construction, to City customers from various departments to provide a comprehensive picture of the purchasing and warehousing processes available to them. The Group has also achieved higher level of proficiency in renewing and replacing contracts on time.

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Supplier and Customer Relations is located at 111 East First Street, Rm. 110, Los Angeles, CA 90012.

We are on the web: Insidela.ci.la.ca.us/GSD/supnews

Spotlight (Cont from page 2)
As part of the Supply Services Division’s goal to improve the procurement process, the Division has completed a survey of end user departments to evaluate the top 50 suppliers, in terms of sales to the City, in Fiscal Year 2006.

One thousand, and twenty (1,020) surveys were sent to top buyers for the selected suppliers. A total of 301 completed surveys, or 30%, were returned.

The survey consists of nine multiple-choice questions and a request for comments, which rate the suppliers in terms of:

1. Staff availability;
2. Staff cooperation;
3. Staff availability and/or ability to provide information related to status of Purchase Orders;
4. Staff responsiveness to solving performance problems;
5. Availability of the items usually ordered;
6. Accuracy of delivery to correct locations;
7. Frequency of receipt of partial shipments;
8. Accuracy of billing for items ordered;
9. Items are delivered in accordance with specific delivery terms.

Respondents were asked to rate the first six questions as Excellent, Satisfactory, Unsatisfactory, or N/A (questions which are left unanswered or do not apply to the respondent). Choices for questions 7-9 were rated Always, Most of the Time, Sometimes, Rarely, Never and N/A.

Twenty-seven (27) of the 50 suppliers (54%) received five or more responses, and are highlighted in this analysis. These suppliers are AA Equipment, Amrep Inc., Applied Air Conditioning, Best Roofing and Waterproofing, Bobco Metals, Commercial Paving & Coating, Compucom Systems, Empire Cleaning, En Pointe, Environmental Systems Research, Express Environmental Corp, Galls/Long Beach Uniform, Jones Lumber, Lake Chevrolet, LN Curtis & Sons, Mallory Fire, Neo-Comp Systems, One Source Environmental, Pasadena Ford, RD Systems Inc., Robert Skeels & Co., So Cal Tractor, Spicers Paper, TCI Tire Centers LLC, VTP Inc., Western Truck, and Wondries Fleet.

The 23 remaining suppliers received fewer than five responses and are not highlighted below.

Survey highlights encompassing the 27 suppliers that received five or more responses are:

- 96% of the responses rated suppliers as Satisfactory or above for questions 1-6;
- 91% of the responses rated suppliers Always and Most of the Time for questions 8-9;
- 29% of respondents answered Rarely or Never to question 7 (How often do you receive partial shipments?).

This question is rated separately, because the optimal answers are Rarely and Never as opposed to Always and Most of the Time.

An important focus of the survey is on end users’ comments as they relate to the problems they have encountered with suppliers. The survey asks them to make every effort to provide specific comments and suggestions. Following are select comments from end users for each survey question:

- **Staff availability**
  Vendor communication is very good.
  Ordered item, they never called to indicate discontinued. Second attempt, they never followed up. Terrible service.
  I’ve made numerous requests for a price estimate/quote for pick up and disposal of empty aerosol cans, and as of yet no response has been given.

- **Staff cooperation**
  Staff availability and cooperation is still excellent, even with frequent change in the staff.
  Great to work with.

- **Staff availability and/or ability to provide information related to status of Purchase Orders**
  All staff are very responsive, the only problem is that sometimes they are late submitting invoices.
  Sometimes loses P.O.’s.

- **Staff responsiveness to solving performance problems**
  Poor quality. Unconcerned response from staff when I requested a substitute delivery.
  The adobe licensing process can be very cumbersome at times, but the rep is working it out for our department.

- **Availability of the items usually ordered**
  Sometimes critical manufactured items are held for machine shop delays.
  In the past few months, we have had to wait up to 30 days for the receipt of our materials.

- **Accuracy of delivery to correct locations**
  Products are often delivered to wrong location. RMA doesn’t get processed in a timely manner.
  Fast delivery.

- **Frequency of receipt of partial shipments**
  Haven’t yet had a performance problem and haven’t yet experienced partial shipments. Haven’t been doing this for a long time, but have had good service.
  A lot of back orders on almost every order.

- **Accuracy of billing for items ordered**
  I have not had a problem. Our deliveries are always on time and billed correctly.
  Thorough quotes and billing.

- **Items are delivered in accordance with specific delivery terms**
  Delivers items as specified.
  We have experienced significant delays in delivery over the last six months.