

Office of Capital Programs Vendor Pre-Qualification

Goal: Reduce the lead time required for vendor prequalification, from the point the vendor initiates the prequalification process online until the point where Office of Capital Programs (OCP) staff members approve or deny prequalification.

Approach: Defined the as-is process map and identified issues experienced with the current process through multiple working sessions and interviews involving key participants of the process, both internal and external. Recommendations were developed, categorized and prioritized through brainstorming sessions with staff. Legal reviewed and approved recommendations and implementation plans were created.

Key Findings

High Priority Problems	Medium Priority Problems
<ul style="list-style-type: none">○ Hard copy delays and duplicate reviews○ Manual data entry for vendor○ Incomplete forms / missing data○ Multiple passwords for vendor○ Last minute pre-qualification prior to bid	<ul style="list-style-type: none">○ Improved form design and help needed○ Bonding information requirements unclear○ No documented escalation process or tracking

Recommendations: Recommendations covered both process changes and technical enhancements and were split into 2 phases:

Short-term Improvements – *In progress*

- 1. Eliminate hard copy requirements for pre-qualification** – eliminates a non-value added activity resulting in delays, duplication of effort and confusion.
- 2. Improve documentation / help for vendors** – reduces amount of time staff spends on supporting vendors in process.
- 3. Implement search functionality within the CAPS system** – reduces amount of time staff spends on supporting vendors in process by providing them with functionality commonly requested.

Longer Term Improvements

- 1. Establish hard deadlines** – reduces last-minute work commonly occurring around bid close dates.
- 2. Establish common process for escalations and tracking** – reduces confusion among staff and increases quality.
- 3. Investigate possibility of establishing a central office** – reduces number of hand-offs required, which will reduce overall cycle time.
- 4. Enhance/replace existing CAPS system** – improving form design and integrating with Vendor Services Application (VSA) will reduce confusion, duplication of work, errors and overall cycle time.
- 5. Introducing vendor evaluations** – adds value to the CAPS process, providing more information on vendors to be utilized during decision making processes.

Outcome: Process issues and workarounds were brought to light and process improvement ideas were developed. Software requirements were fed into ITPC-0206 (Contractor's Annual Prequalification System), which is scheduled to begin in July 2012.