




Procurement Excellence Network One-Year Anniversary Event

Key Insights Shaping Public Procurement in 2023

PROCUREMENT
EXCELLENCE
NETWORK

Partners for Public Good

November 15, 2023

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1. Welcome and Opening Remarks by Professor Jeff Liebman
 2. Recapping First Year of PEN
 3. Sneak Peek of PEN in 2024
 4. Key Insights Shaping Public Procurement in 2023

Opening Remarks by Professor Jeff Liebman

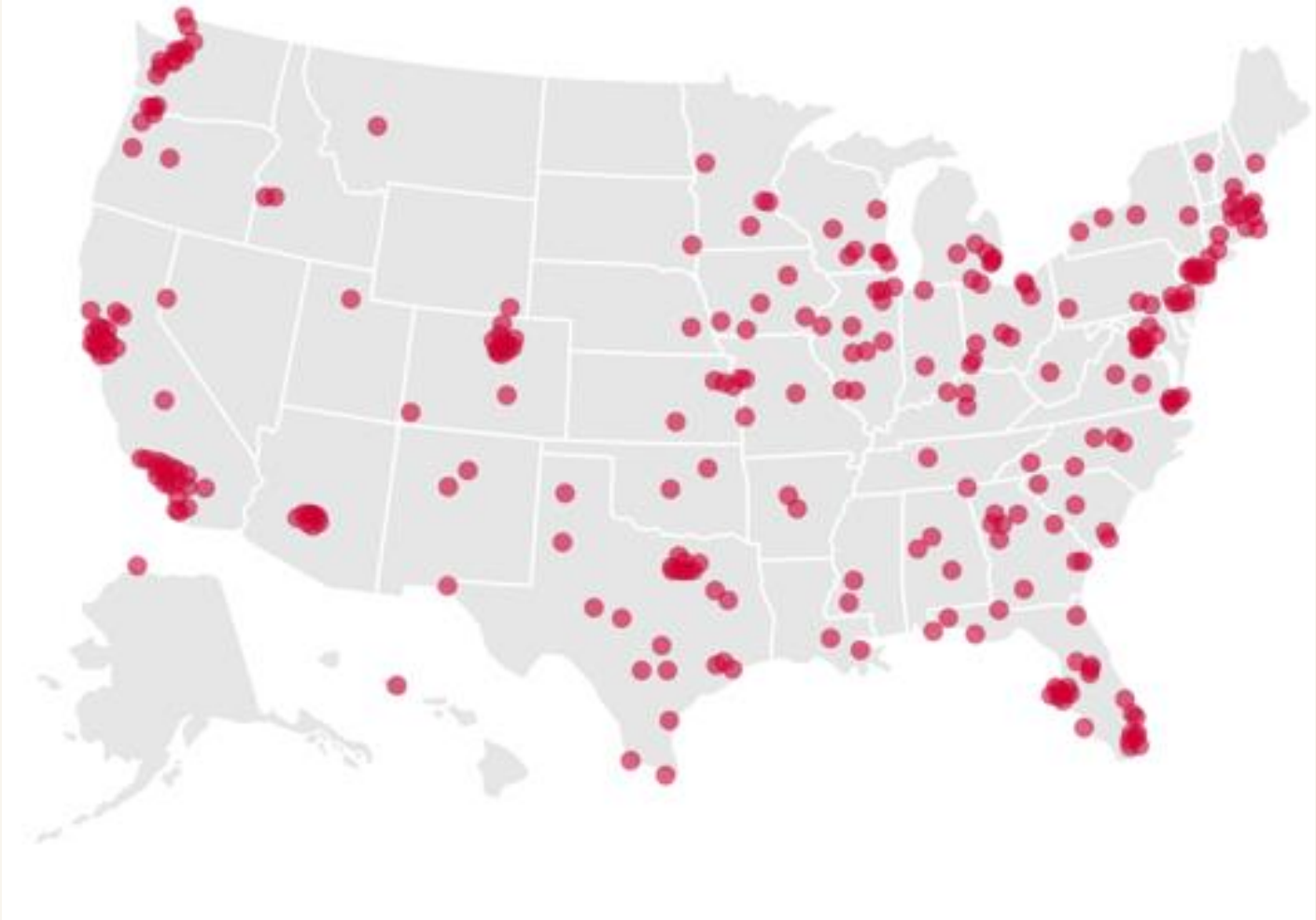
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Procurement Excellence Network Members



PEN U.S. Members



The Procurement Excellence Network: Our First Year

✓ **1100+**
PEN Members

Jurisdictions with the Most Members:

City of Tempe, AZ
City w/ pop. < 300K

New York City, NY
City w/ pop. > 300K

San Diego County, CA
County

Massachusetts
State

✓ **70**
Publications

✓ **11,000+**
Publication Views

Most Viewed Publications:

1. RFP Response Workbook and Question Bank
2. What is Procurement Excellence?
3. Contract Management Plan

✓ **22**
Virtual Events

✓ **40+**
Office Hours

Top Attended Events:

1. Unbundling Large Contracts to Advance Vendor Diversity
2. Moving Procurement from Administration to Activation: Procurement as a Strategic Tool
3. Using Process Mapping to Save Time & Money

✓ **240+**
Members Initiating Operational Changes

As a result of being a PEN member:

- 83 initiated procurement or contracting fixes
- 115 shared an idea they learned with colleagues
- 44 made a change to business operations

PEN Impact Stories



Half the battle of starting a reform project is knowing where to start, especially when the subject matter is relatively new, which procurement was to me until roughly 6 months ago. [...] **Landing on the Procurement Excellence Network site, I felt like I had struck gold.** All the work I thought I would need to develop from scratch was staring me in the face; expanding vendor capacity, mapping our current procurement processes, promoting data and transparency, evaluating vendor performance and so much more! [...]

Tammy Corb
Data and Performance Strategist
City of Sugar Land, TX



PEN has been a great resource for networking and learning new ideas from organizations with more advanced procurement processes. After a recent PEN virtual event, **I connected with a fellow PEN member who shared an excellent reporting framework** for their sourcing spend [...] jumpstarted conversations [...] to reconsider what information we capture in our own reporting. We wouldn't even be having these conversations without the connections made through PEN - **now we're on track to improve our reporting process!**

Sanford Hess
IT Director
City of Urbana, IL



The Procurement Excellence Network (PEN) has **been an exceptional addition to the world of government procurement.** The PEN team members are amazing resources and have generously made introductions to leaders from other jurisdictions who were addressing the same or similar issues/projects as Phoenix. [...] Let's not forget that with just one post on the PEN Member Dashboard, I can and have obtained templates, sample policies, and feedback from procurement professionals that I have never met.

T.J. Martin
Chief Assistant City Attorney
City of Phoenix, AZ



I've enjoyed attending many virtual events put on by the Procurement Excellence Network, as well as utilizing the Resource Library and Community Conversations board. The biggest change we have made so far **is using the Resource Library and Community Conversations to draft a simplified and more accessible RFP bid document.** [...] We obtained benchmark documents recommended by PEN from the City of Long Beach [...] which served as models for our own template.

Mary Richards
Procurement Supervisor
City of Madison, WI

How PEN Leads to Impact in 2024

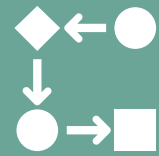


Key Insights Shaping Public Procurement in 2023

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Key Insight #1 – Procurement processes are still a huge driver of inefficiency



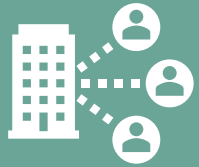
PEN members tell us that inefficient procurement processes continue to be the top challenge they're facing. Unfortunately, even new technology and more staff are only addressing part of this challenge, and still more work is needed to create processes that are truly clear, inviting, and efficient.

Available PEN Support

- PEN Resource Library: Several publications related to process efficiency, including process mapping support.
- PEN Events: Piloting a new event type next year for smaller role-based roundtable discussion on solving process challenges.
- PEN is currently hosting a bootcamp on vendor surveys with ten governments and plans to host more in the future.



Key Insight #2 – Workforce challenges make it hard to implement projects and harder to innovate



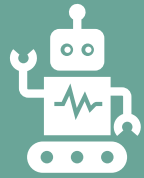
Across the country we're seeing that an uptick in staff departures and increased workloads are creating major challenges in procurement; prompting governments to consider creative staffing models, hiring for new skillsets, and empowering user departments to take on more.

Available PEN Support

- PEN Community Conversations and LinkedIn: Spaces to post job opportunities.
- PEN Events: Upcoming event on facilitating effective procurement trainings next year.
- PEN Resource Library: Contains templates to help support user departments to grow their skills (ex: RFP Getting Started Worksheet, Sample Intake Form, Results-Driven RFP Template, RFP Response Workbook and Question Bank).



Key Insight #3 – Artificial Intelligence (AI) has the potential to significantly disrupt public procurement



The current use of Artificial Intelligence (AI) in public procurement is limited, but growing rapidly with a lot of buzz and commentary. As the use of AI grows, some governments are planning ahead by putting governance structures in place now to manage its use.

Available PEN Support

- PEN Research: Our Research and Development Team is collecting best practices around the responsible adoption of AI within procurement departments that will be shared with the PEN network in the coming year.



Key Insight #4 – Governments are responding to the shifting landscape around equity in public contracting



State and local governments have implemented strategies to continue advancing equitable procurement amidst uncertainty raised by the potential impact of recent and anticipated court decisions, and a fast-evolving legal landscape.

Available PEN Support

- PEN Resource Library: Several publications related to vendor outreach, including specific strategies related to contract unbundling.
- PEN Office Hours: PEN staff available to share non-legal advice on generalized insights, recommendations, and examples.



Key Insight #5 – Reformers are activating procurement champions by strategically engaging political leaders



Members note that they are often subject to scrutiny or the approval of elected officials/bodies, which can present delays and hurdles if those entities are not well-versed in procurement. Yet, by engaging these leaders it can be an opportunity to elevate the status of procurement.

Available PEN Support

- PEN Events: Recently hosted an event on elevating the status of procurement that touched on strategically communicating with political leaders within your government.
- PEN Resource Library: PEN publications are available with strategies for procurement staff to more effectively engage with key stakeholders.



Key Insight #6 – Procurement should be used to address pressing challenges: climate and infrastructure



As historic federal investments flow into states and cities, governments are getting ready for cross collaboration between program departments, procurement, and private sector efforts. Procurement officers will need to have shared language and goals on impact in their communities.

Available PEN Support

- PEN Events: PEN is hosting a new bootcamp on sustainability/infrastructure in March 2024.
- PEN Resource Library: Several publications to help procurement teams coordinate with internal stakeholders (like climate and sustainability leads), including a Solicitation Getting Started Toolkit series to facilitate productive collaboration.

