

Report on Contracts

Department: Labor and Licensing

Secretary: Daryl Bassett

The purpose of this report is to prompt an analysis of contracts and contract expenditures within each Department and assist in the formulation of a report to the Governor on how to achieve greater efficiency (cost savings) and effectiveness as it relates to this topic. An analysis of *contract management* should consider all relevant factors including the number of vendors, staffing, contract management process, approach to negotiation, and other barriers/challenges associated with the contracting. This analysis should take a holistic approach to developing plans to deliver efficiency and effectiveness improvements. **The report template includes sections for three projects for your convenience. This number is not a goal or target. You may add or delete boxes for as many projects as you submit.**

ACTION PLAN FOR PROJECT 1:

1. Project Title: Laserfiche Project

1.1. Brief description of project, goal, and action plan.

This is a principal project for the department and was contained in the Shared Services Report. It is included with this report because it will eliminate and centralize some of the individual IT contracts of the boards and commissions. The project involves the creation of a common data repository for delivery of administrative services and public services for all DLL divisions, boards, and commissions by leveraging the existing information technology programs through an integration with the Laserfiche product. The goal is to standardize and automate the work processes in digital format through Laserfiche within ADLL, including administrative services, licensing processes, and inspection or investigative services.

The benefits will include the following:

Improved efficiencies.

- - expanded opportunities in information technology for smaller licensing entities;
- -standardized and automated business processes in digital format, while retaining individual program needs; and
- -more effectively utilize staff and other resources.

Improved accountability.

- -customizable, standardized management reports from the front-line supervisor to upper management; and
- -availability of data across the range of licensing entities and program areas.

Improved transparency. It is essential to be able to examine data across the ADLL's many boards, commissions and program areas, without attempting to compare multiple, non-standard reports.

1.2. Identify any additional resources required for the implementation and success of this plan.

See 1.3 dealing with costs.

1.3. Are there any anticipated costs associated with the plan? Does your current budget have sufficient funds to cover all anticipated costs?

- Some infrastructure improvements and software development kits;
- Additional licenses for new users; and

-Some upgrades to existing servers.

- 1.4. How will you measure the success and results of your plan? Include forecasts of cost savings, efficiencies achieved, etc.

Delivery of services will be provided with greater efficiency transparency and accountability. The project will provide or expand on automated payment processes, as well as increase the methods by which citizens can renew licenses through platforms such as Gov2Go on their mobile phone. This will eliminate or reduce the delays and costs associated with paper check processing.

The project will centralize and standardize contracts for IT services and eliminate multiple vendors for the same service.

Electronic documents will eventually result in a reduction in the number of file cabinets and the costs for record storage. Some individual boards and commissions have contracts for record storage that will be eliminated in the long term.

Digitizing work processes, including inspections and investigations, will reduce the time spent on each investigation or inspection; result in more rapid response times; and provide management with real-time work reports.

- 1.5. What is the implementation timeline and key action steps for this plan? How will you track progress?

-2019: Evaluate and coordinate with select licensing entities an initial group for Laserfiche integration.

-Spring 2020: Begin integration of initial group, as well as begin evaluation of a second group.

-Fall 2020: Evaluate project to date and establish timeline for completion.

- 1.6. Identify any obstacles to the implementation and success of this plan.

One obstacle will be the buy-in from the licensing boards and commissions and their Executive Directors.

- 1.7. How could Department of Transformation and Shared Services provide support to the Department?

ACTION PLAN FOR PROJECT 2:

2. Project Title: Shared Services by Contract or Lease

- 2.1. Brief description of project, goal, and action plan.

This project is a sub-project of the ADLL project to create an Administrative Services Office to coordinate and deliver shared services. Specifically, this sub-project will focus on the procurement of services by contract, lease, or subscription with the goal of consolidating vendors and services to reduce costs and take advantage of economies of scale. It will include an evaluation and re-allocation of such services as records and other storage; mail service; copiers and printers; and document shredding services.

There are a few boards or commissions, such as the Workers' Compensation Commission, the Real Estate Commission, and the Contractors Licensing Board, which own their own buildings and will not be locating in a common facility. For these entities, this project will consist of an evaluation and analysis of whether cost savings can be achieved through the consolidation or centralization of contracts for the following services: janitorial, lawn, trash, and pest service.

- 2.2. Identify any additional resources required for the implementation and success of this plan.

No additional resources are required.

- 2.3. Are there any anticipated costs associated with the plan? Does your current budget have sufficient funds to cover all anticipated costs?

There are no anticipated costs associated with the plan.

- 2.4. How will you measure the success and results of your plan? Include forecasts of cost savings, efficiencies achieved, etc.

Ultimately, success will be measured in the terms of cost savings. These savings cannot be estimated with any degree of accuracy at present as the facilities location has not been finalized for the department. However, the goal is that the boards and commissions not currently in their own building will all be together. This will result in some cost savings in all the services mentioned in answer to 2.1 above for those entities planned to be in the same facility.

- 2.5. What is the implementation timeline and key action steps for this plan? How will you track progress?

January-March 2020: Evaluation of contracts, leases and subscriptions for services, particularly those listed in 2.1 above. The evaluation will include an examination of the needs of the board or commission; the facilities; the length of existing contractual obligations; the ability to share services; and whether shared services will result in cost savings.

Implementation with respect to copiers/printers will begin at the time of a move to new facilities.

- 2.6. Identify any obstacles to the implementation and success of this plan.

- The actual facilities and whether all programs will be in the same or adjacent facility
- The buy-in from the staff of the licensing boards and commissions

- 2.7. How could Department of Transformation and Shared Services provide support to the Department?

No support is needed with respect to this sub-project.

Additional thoughts/comments: