

BC's Procurement Concierge Program

Matching Vendor Innovations to Public Service Needs



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AGENDA



- Procurement Challenges
- BC Procurement Strategy
- Outcomes Based Procurement
- Procurement Concierge Program
- Lessons Learned
- Questions





Procurement Challenges



Procurement Challenges



Limits innovation and value-added benefits



Limited access and uneven opportunities



Legacy practice and outdated tools



Insufficient capability and capacity





BC Procurement Strategy



BC Procurement Strategy



Best Value

Increased benefit using procurement strategically to promote innovation.



Easier to do Business

With simpler, more intuitive processes for vendors and buyers.



More Opportunity

For businesses of all sizes by adapting practices to support suppliers.



Greater Capacity

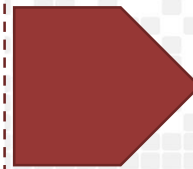
For procurement in the public sector through training and support.





Best Value

Adopt flexible processes
to encourage innovation.



Procurement Concierge Program



BC Procurement Strategy



Best Value

Promoting innovation

What's
changing?

**Procurement
Concierge Program
Includes:**

Arizona State
University
Best Value Model

Unsolicited
Proposals





Outcomes Based Procurement



Outcomes Based Procurement



- Arizona State's Best Value Model
- Opportunity Statement
Negotiated RFPs

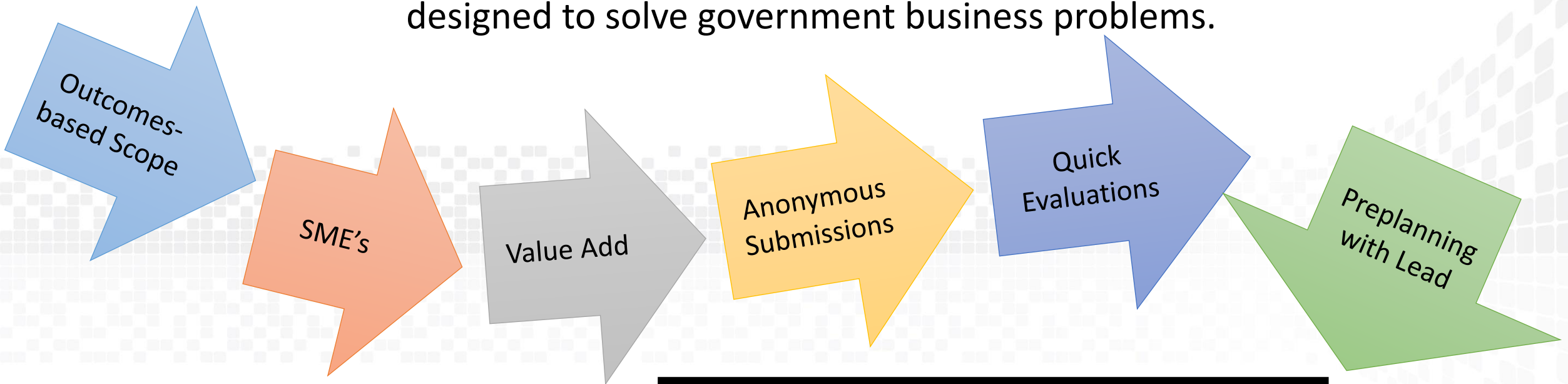


Outcomes Based Procurement



Opportunity Statement Negotiated Request for Proposals (OS NRFP)

Allows for vendor-led innovation and effective contracts designed to solve government business problems.



Signed Contract

Outcomes Based Procurement



Leverage Expertise

Proven Solution
To Increase Odds
of Success On
ANY Service.

- **Hire Experts**
Individuals That
Can Mitigate Your
Risks



Outcomes Based Procurement

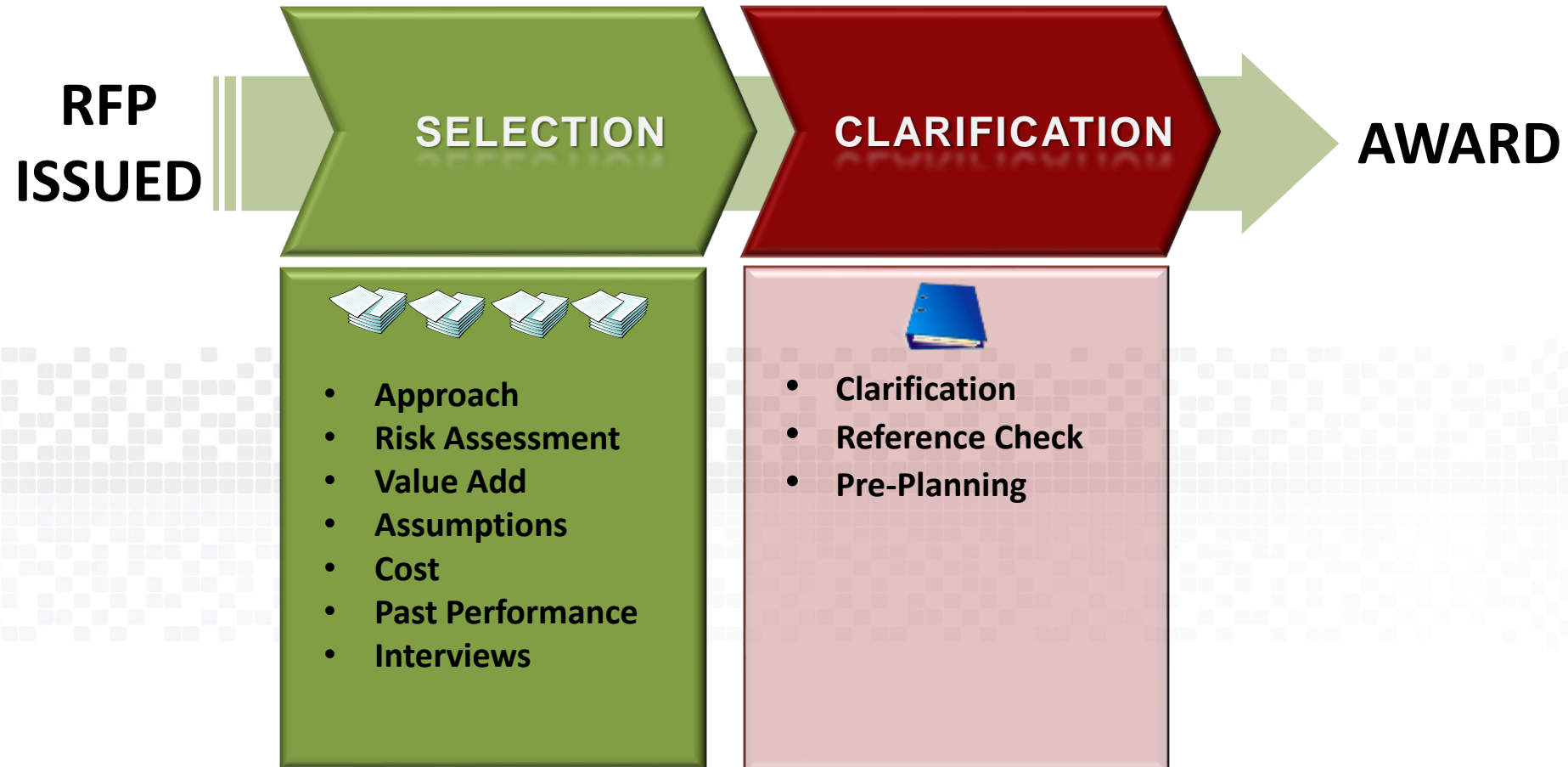


Becoming a Client of Choice

- Open, Fair, Transparent
- Efficient
- Accountable
- Risk management and mitigation
- Measurements



Outcomes Based Procurement



Outcomes Based Procurement



Critical Formatting Requirements





Key Personnel Interviews

- Actual assigned staff
- Individual interviews
- Non-technical





Clarification

- Preplanning Activities:
 - Fee/Cost Schedule
 - Project Schedule
 - Align Expectations and Key Assumptions
 - Risk Mitigation
 - Client References
 - Metrics and Reporting
- Negotiations and Documentation
- Failure to Agree



Procurement Concierge Program

Procurement Concierge Program



Procurement Concierge Program



Match vendor led offerings with government needs.



Introduce new solicitation methods to make it easier to do business with government.



Procurement Concierge Program



Unsolicited Proposals

Not purchased
before

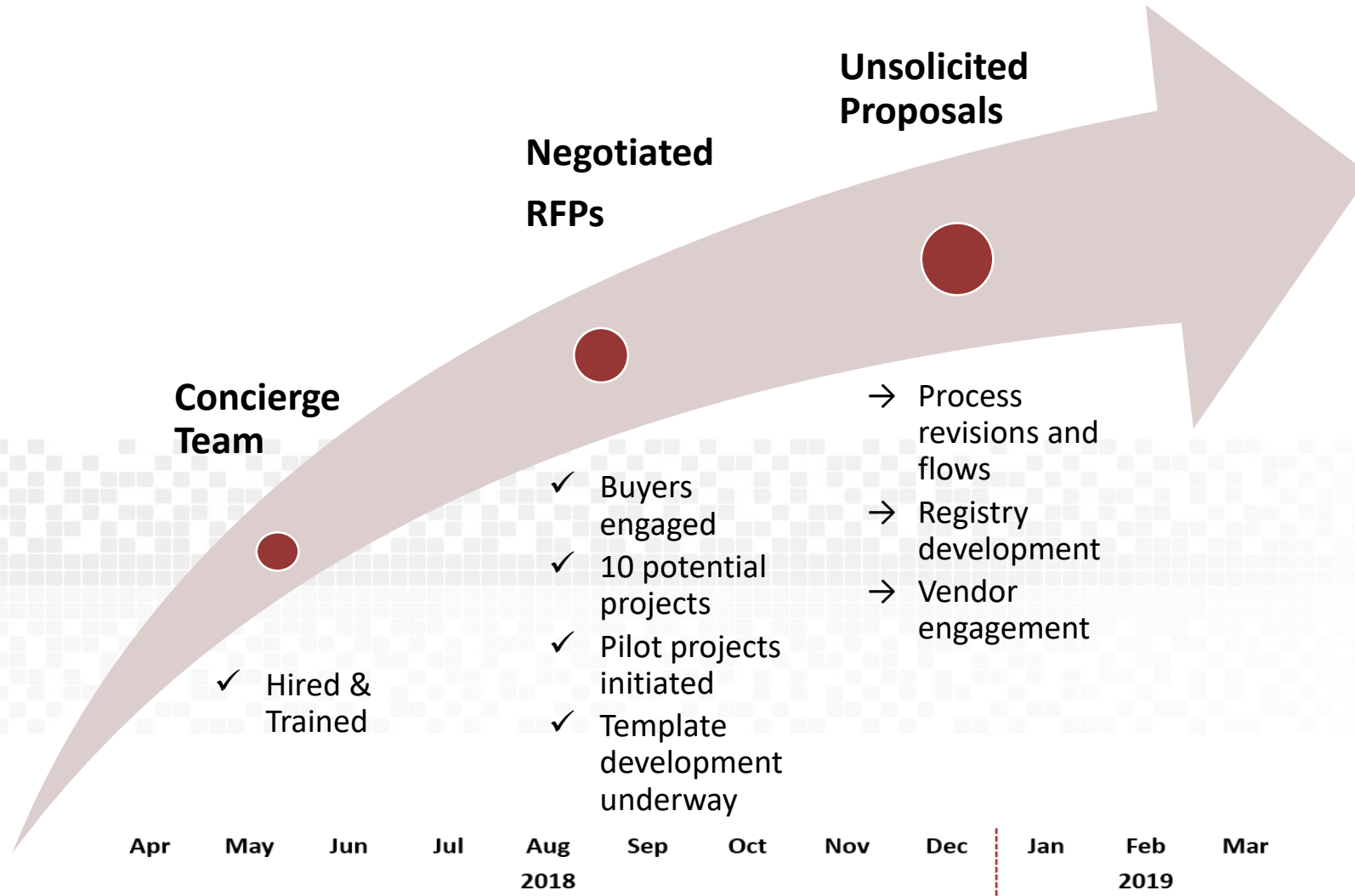
Meets a
government
need

Vetted by Program Staff

Matched to
potential
buyer



Procurement Concierge Program





Lessons Learned

Lessons Learned



- Sources of resistance
 - ✓ Expected
 - ✓ Unexpected
- What we would have done differently
 - ✓ Time
 - ✓ Costs
- What we wouldn't change
 - ✓ Persistence
 - ✓ Leveraging your Champions



Questions?

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