

# TOP FIVE REASONS FOR A PROCUREMENT SYSTEM UPGRADE

01

## PAPER BASED PROCESS

The logistical nightmare of requiring printed bids is a huge cost to our vendors, and has resulted in several potential bidders **missing deadlines**.

Electronic bid submittals would save paper, and create a level field for all vendors.

02

## NON-EXISTENT REPORTING

Annually, staff spend **500+ hours** manually sifting through messy, incomplete data to comply with public records requests and required reporting.

A unified system with robust reporting eliminates those staffing costs and improves transparency.

03

## AGING SYSTEM = FREQUENT FAILURES

Within the last 6 months, multiple system failures have halted all activity for vendors, King County agencies, and our own staff. The current system was built in 2006 using technology that is no longer supported; KCIT can't fix it. **This aging system will continue to suffer frequent failures.**

We want to retire the old system and go with a reliable, long-term solution hosted on the Cloud (not King County servers).

04

## BARRIERS TO SMALL BUSINESS

It takes vendors over an hour just to register for our emails about new contracting opportunities. Worse, **70% of those registrations are incorrect**. Those vendors will never hear from us. SCS small business certification is an entirely separate registration process in a different, stand-alone system.

We want to remove barriers to participation, ensuring more small businesses can compete for King County dollars.

05

## UNCONNECTED SYSTEMS

Currently, data is manually entered in up to **5 different side systems**, plus Oracle.

Interconnected systems would result in significant efficiencies and cost savings for our agency customers.

For example, paying for inventory items with P-Card would be easier for our customers, provide faster payment to our vendors, and generate a huge rebate for King County.

## TAKE AWAY

“ Our customers are beyond **frustrated** with the current system. It's a huge barrier to their success, and ours. ”

– Ken Guy,  
Director of Finance & Business Operations