

Procurement Process for Selecting a Vendor

November 18, 2010



Project Summary

With any continuous work process and with technological advancements, state agencies need to review their workflow processes, at least, every two to three years. This process review will indicate if the current work process is efficient and producing the expectations of the work unit and the end customers. Utilizing process mapping techniques the project team will define the current workflow process with the assistance of the area's subject matter experts (SME). Once mapped the SMEs will identify the improvement areas and re-work the workflow process to include the improvements.

Project Goal

- Map the current procurement process workflow for selecting a vendor for the Ohio Medicaid Consumer Hotline
- Identify areas within the process that need improvement or that can be potential for improvement
- Present the new process workflow to the department of Legal and Acquisitions for approval

Project Outcome

- Develop a procurement process for the Ohio Medicaid consumer Hotline
- Develop the procurement process workflow
- Identify improvement areas within the process
- Re-work the current process workflow to incorporate the improvement findings

Project Benefits

- Apply Project Management Knowledge Areas to Contract Management
- Improve the current workflow process to be more efficient
- Model Structure for Business Unit
- Planning and Risk Mitigation

Project Team

For more information about this project, contact team members

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