

# Mandatory Training and Certification for State Employees

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# Procurement Training and Certification Program

## Presentation Outline

- ▶ Pre-2018 Contract Administration training
- ▶ Who are our partners?
- ▶ Who must be certified?
- ▶ Timeline
- ▶ How was non-recurring funding used?
- ▶ How is recurring funding being used?
- ▶ How is the Department of Health and Human Services involved?
- ▶ Lessons Learned
- ▶ What changes will be made?
- ▶ Other Contract Management Initiatives
- ▶ Next steps

## SESSION LAW 2018-5

### SENATE BILL 99

#### "§ 143-49. Powers and duties of Secretary.

The Secretary of Administration has the power and authority, and it is the Secretary's duty, subject to the provisions of this Article:

...

(15) To work in conjunction with the Office of State Human Resources, the Division of Purchase and Contract, and the University of North Carolina School of Government to develop a rigorous contract management training and certification program for State employees. Certification in the contract management training program is mandatory for all State employees who are responsible for awarding contracts or monitoring contract compliance. The program shall be administered by the Office of State Human Resources.

..."

...

**SECTION 31.1.(b)** Of the funds appropriated in this act to the Department of Administration, the sum of two hundred sixty-six thousand dollars (\$266,000) for the 2018-2019 fiscal year shall be used to develop and implement a contracting specialist training program for the Department of Health and Human Services. The Department of Administration shall consult with the University of North Carolina School of Government (SOG) in developing and implementing the program. The Department of Administration shall not use these funds for any purposes other than the following:

(1) One hundred thousand dollars (\$100,000) in nonrecurring funds to design curriculum for a contracting specialist training program based on the National Contract Management Association's Contract Management Standard, or the guiding principles of another nationally recognized professional organization for public sector contract management professionals. The curriculum must be designed specifically for Department of Health and Human Services employees with responsibility for contract management, contract administration, or both.

(2) One hundred sixty-six thousand dollars (\$166,000) in recurring funds for two full-time equivalent positions within the Department of Administration, Division of Purchase and Contract, dedicated to providing employees identified by the Department of Health and Human Services with instructor-led training for the contracting specialist training program curriculum developed pursuant to subdivision (1) of this section.

# Pre-2018 Contract Administration Training

- ▶ One-day Instructor-led course
- ▶ Introduction to the process of managing a contract
- ▶ Topics discussed included contract administration principles, terminology, roles and responsibilities of contract administrators, problem-solving and negotiating with Vendors, and best practices for individuals responsible for administering or managing contracts
- ▶ Target Audience: Purchasing agents, purchasing officers, end users, contract administrators, contract managers, project managers, etc.
- ▶ Participation was voluntary
- ▶ No certification requirement

# Who are our Partners?

Entity	Responsibility
Division of Purchase and Contract	Recipient of appropriated funds; Responsible for development and implementation of the North Carolina Procurement Certification programs
Office of State Human Resources	Deliver elective courses for curriculum; Provide Purchase & Contract Division with in-depth Cornerstone functionality training
UNC School of Government	Provide contextual review and assessment of program and plan; develop and deliver local government courses
NC State University	Provide consultation on curriculum, course development, and testing; Provide students as test question evaluators; Modify courses from Supply Chain Management and Project Management curriculum for elective offerings
Department of Health and Human Services	Participate in Train-the-Trainer sessions; Provide HHS-specific examples; Develop a list of participants; Prioritize list; Avail time for participant attendance; Provide mentors for practical skills application

# Who must be certified?

## Certification Path

### Level 3. North Carolina Contract Manager, (NCCM)

- Contract Specialist I, II
- Contract Quality Control Specialist
- State Procurement Specialist I, II, III
- Agency Procurement Specialist I, II, III

### Level 2. North Carolina Officer (NCPO)

- State Procurement Director
- Agency Procurement Director
- Agency Procurement Manager
- State Procurement Manager I, II

### Level 1. North Carolina Purchaser (NCP)

- Agency Procurement Specialist I, II, III
- State Procurement Specialist I, II, III
- Procurement Technician
- Contracts Technician

### Contract Mgmt and Administration, including

- Create contracts
- Negotiate terms and conditions
- Monitor contract compliance
- Develop contract modifications
- Accept deliverables
- Approve invoice payments
- Closeout

- Overall Program Administration
- Procurement Planning
- Goal Setting and Monitoring
- Award Approval
- Protest Management
- Waiver Approvals

- Provide Customer Service (Vendor and Agency)
- Conduct Market Research
- Develop specifications
- Recommend solicitation approach
- Manage solicitation process
- Oversee the evaluation process
- Develop Award Recommendation

# Timeline

Task	Planned Completion	Status
Contract for NC Contract Management course and exam development	Completed	Completed
Onboard two Staff Development employees	December 2018	Completed
Develop course & exams for NC Contract Management	May 2019	Completed
Advertise program launch & rollout NC Contract Management	May 2019	Completed
Accept NC Contract Management & NC Purchaser applications	July 2019	Completed
Develop framework & additional courses for NC Purchase Officer pathway	August 2019	Completed
Administer first certification exams	October 2019	Completed
Revise course content and expectations	March 2020	Completed
Plan Redeployment (Enrollment, delivery, location, etc) *Revised plan to accommodate Covid-19 limitations	June 2020	Completed
Open Enrollment for Hybrid NC Contract Management Certification courses	Dec 2020	
Hybrid (Virtual & In -Person) NC Contract Management Courses Kick-Off	January 2021	

# How was Non-Recurring Funding used?

- Contracted with vendor
  - Specialty is leadership and acquisition skills development.
  - In-depth knowledge of National Contract Management Association (NCMA) Standards, Certification and Accreditation
- Design and deliver courses, questions, study guides, practice exams, etc.
- Program content from:
  - Content Management Body of Knowledge 5<sup>th</sup> Edition (2017), based on NCMA's Contract Management Standard, co-authored by Dr. Wilkinson
  - North Carolina Administrative Code

# How is recurring funding being used?

## Approved classifications:

\*Staff Development Coordinator (GN12) at \$70, 885 plus benefits

\*\*Staff Development Specialist (GN11) at \$50,000 plus benefits

## DOA supports *Procurement Education*:

Procurement Education Team is fully staffed

- Deputy SPO (DSPO), Procurement Education
- Deputy DSPO, Procurement Education \*
- Staff Development Specialist II x 3 \*\*
- Education Program Coordinator

# How is the Department of Health & Human Services Involved?

- ✓ Participated in pilot cohort (50% of participants from Department of Health and Human Services)
- ✓ Provided feedback on course content, schedule, course workload, structure, etc.
- ✓ Will participate in Train-the-Trainer sessions for in-person delivery
- ✓ Will continue to provide DHHS specific examples
- ✓ Will continue to provide participants and avail time for participant attendance
- ✓ Will continue to provide mentors for practical skills application

# Lessons Learned During Pilot:

- ▶ Excellent, well-organized content, but
  - ▶ Too much course work
  - ▶ Six months is too long
  - ▶ Too collegiate
  - ▶ Passing rate is too high
  - ▶ Procurement foundational concepts are absent

# What changes will be made?

- ▶ Pre-test for procurement basics before accepting application for Contract Management certification
- ▶ Provide curriculum for procurement basics (Level 1)
- ▶ Maintain course content but provide varying delivery methods
- ▶ Respect learning styles by providing in-class, virtual, or hybrid options
- ▶ Provide self-paced option
- ▶ Offer testing options
- ▶ Lower passing score to 75%

# Other Contract Management Initiatives:

- ▶ *Updating Contract Management and Administration Manual - Completed*
- ▶ *Integrating a Contract Management module with the upgrade of eProcurement software -Completed*
  - ▶ *All Agencies have loaded contracts into Ariba Contracts*
  - ▶ *Provides in-system prompts for CM action*
  - ▶ *Distinct contractual agreement for easy access to pertinent information*
- ▶ *Integrated Sourcing Module with upgrade of eProcurement software*
  - ▶ *Go-Live on October 7, 2020*
  - ▶ *Pilot implementation starting with P&C*
  - ▶ *Distinct Sourcing process that allows for data gathering, side-by-side comparison of submissions*
  - ▶ *In-system requirements to force vendor "responsiveness"*
- ▶ *Revamping Contract Management section - In process*

# Next Steps

- ▶ Open application process for hybrid NC Contract Management certification - December 2020
- ▶ Implement first cohort of in-person Contract Management Trainers
- ▶ Monitor program effectiveness to determine additional resourcing needs
  
- ▶ Hire an Educational Consultant to assist with:
  - ▶ Development and Delivery of foundational courses
  - ▶ Delivery of Contract Management courses