



CONTRACTS PROCESS IMPROVEMENT INITIATIVE

DSHS COUNCIL PRESENTATION ON APRIL 3, 2013

PROJECT ORIGIN (SUMMER 2011)

- ❑ **Many stakeholders expressed frustration and the desire to make contracts process better – contracts could take as long as 200 days from start to finish.**
- ❑ **Over 400 DSHS employees involved in process.**
- ❑ **DSHS manages 80% of all Enterprise subrecipient contracts (over 1,800 contracts) which represents over \$1.3 billion/yr.**
- ❑ **After the 82nd session, Dr. Lakey directed CFO Wheeler to initiate a Tier 1 project to improve the process.**

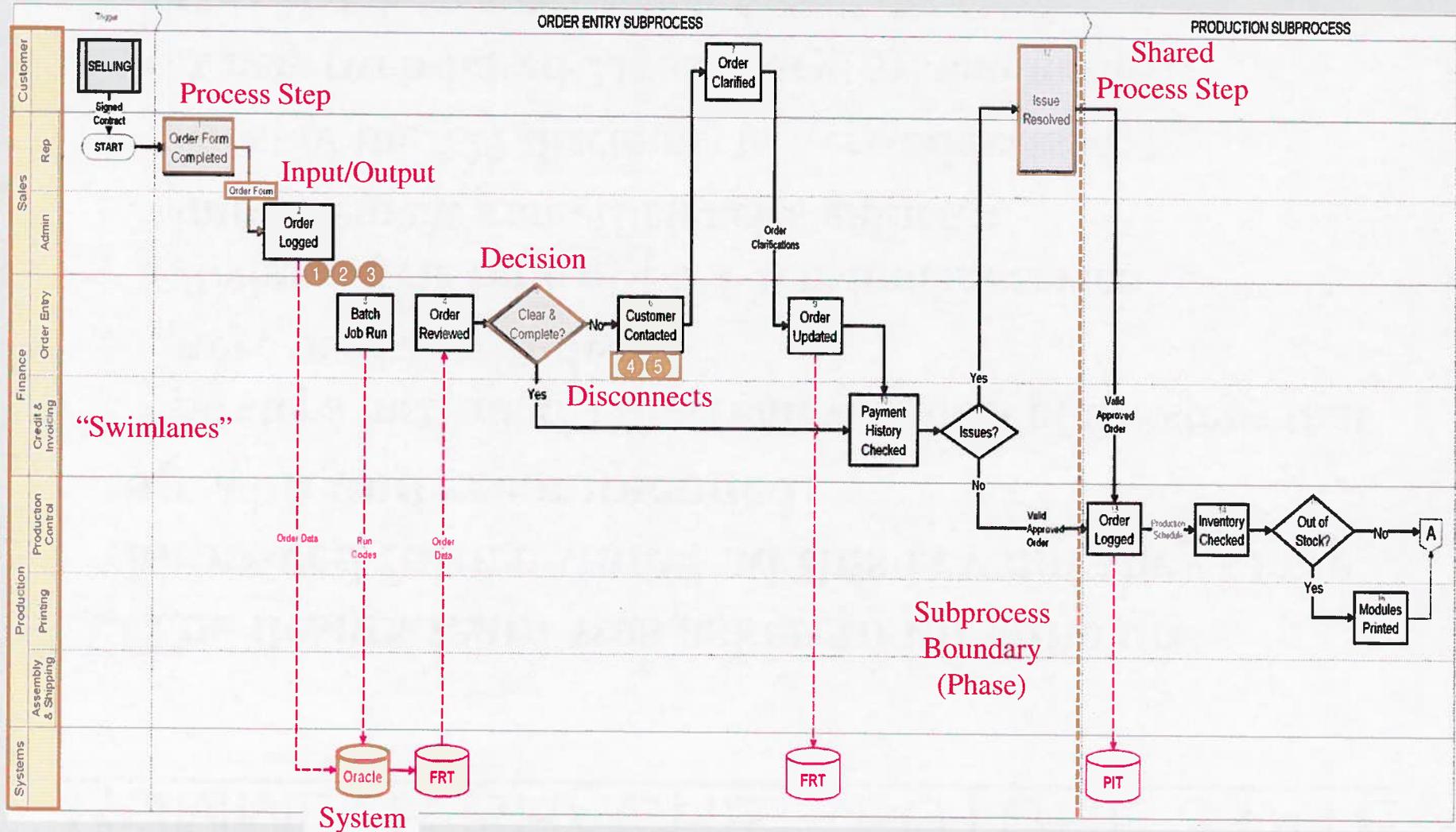
PROJECT GOALS

- ❖ **Improve customer service.**
 - ❖ **Streamline process performance (decrease cycle time).**
 - ❖ **Gain efficiencies (more bang for the buck).**
 - ❖ **Improve Resource deployment.**
 - ❖ **Increase accountability.**
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- ❖ **CFO hired Rummler Brache (Aug 2011- Dec 2011) to process map the current and future states to meet the project goals.**

RUMMLER BRACHE- CURRENT STATE

- ❖ **It began with the formation of a design team comprised of front line workers from all the divisions in the agency.**
- ❖ **The design team developed the current state process map (“As Is”) with these observations:**
 - ✓ **170 steps (most were not value added);**
 - ✓ **127 disconnects were identified;**
 - ✓ **The current system was obsolete (20th century technology and software) and was not web based;**
 - ✓ **Approvals led to a variety of delays;**
 - ✓ **Vendors had too many points of contact and rules;**
 - ✓ **Contract Management functions are dispersed across the agency and have a variety of approaches.**

CROSS-FUNCTIONAL PROCESS MAP



RUMMLER BRACHE – FUTURE STATE

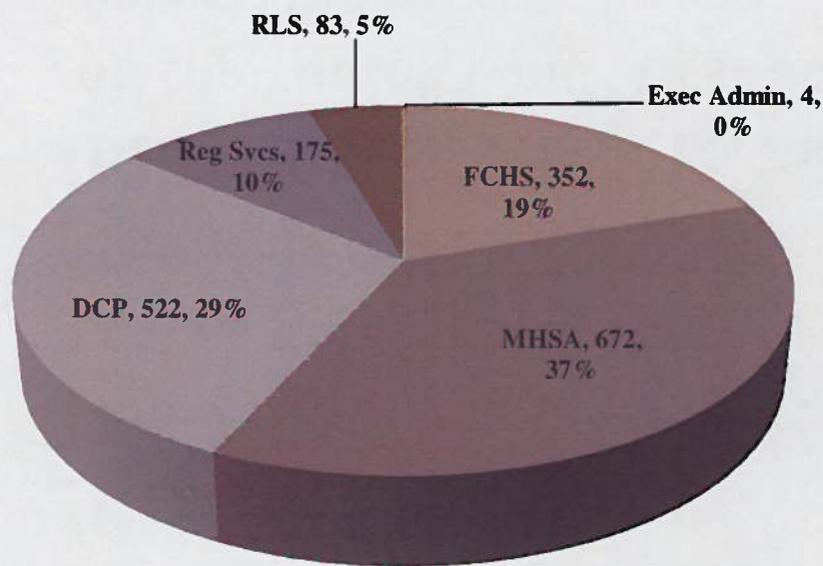
- ❑ **The design team was asked to imagine an improved future state and this is what they came up with and recommended:**
 - ✓ **50 steps instead of 170 – removed most of the steps that were not value added;**
 - ✓ **Reduce cycle time by 50% (customer service improvement and efficiencies gained);**
 - ✓ **Most of the 127 disconnects were addressed;**
 - ✓ **A new (web-based 21st century) system needed;**
 - ✓ **One risk based approach for all divisions.**

IMPLEMENTATION PHASE

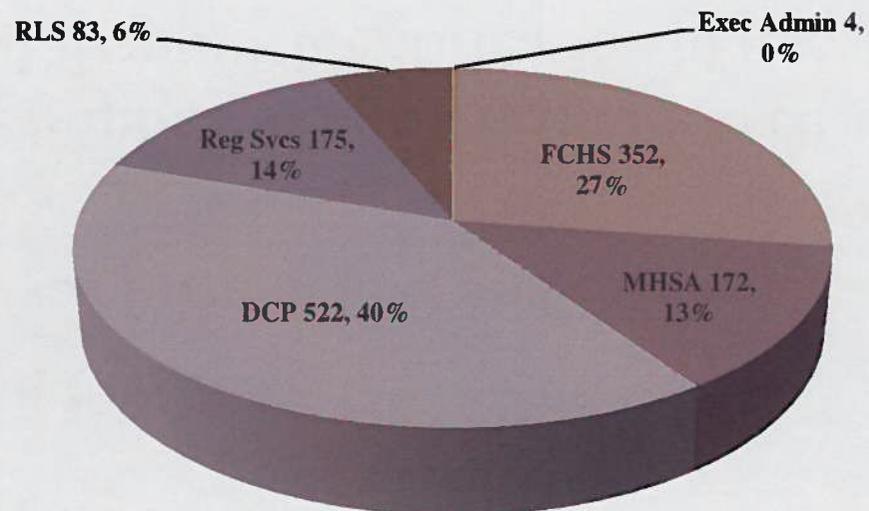
- In January 2012, CFO submitted action memo to hire Allied Consultants to implement the Rummler Brache Team recommendations.**
- The Project Manager started Feb 2012.**
- A new Steering Committee was formed and met for the first time in Feb 2012.**
- Between Mar-May2012, the implementation team focused on the “quick wins” first and then the identification of a new system.**

SCOPE REVIEW

FY13 DSHS Contracts



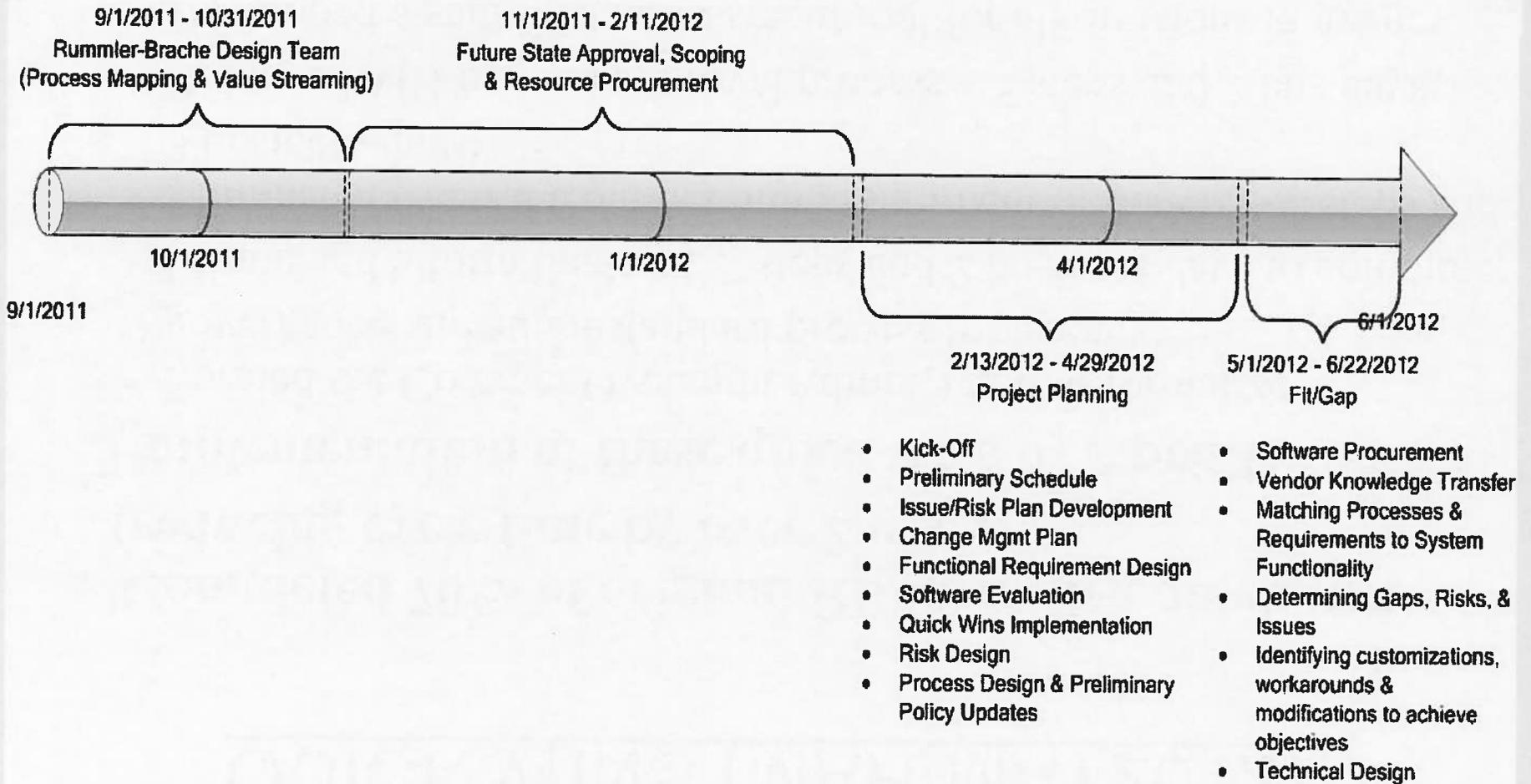
FY14 Intelligrants Contracts



<u>Division</u>	<u>Value in dollars</u>	<u>% of total</u>
Exec Admin	\$220,000	0%
FCHS	\$219,049,734	16%
MHPA	\$949,003,445	70%
DCP	\$159,760,969	12%
Reg Svcs	\$7,994,814	1%
RLS	\$10,127,382	1%
Grand Total	\$1,346,156,345	100%

<u>Division</u>	<u>Value in dollars</u>	<u>% of total</u>
Exec Admin	\$220,000	0%
FCHS	\$219,049,734	27%
MHPA (LMHAs)	\$418,627,719	51%
DCP	\$159,760,969	20%
Reg Svcs	\$7,994,815	1%
RLS	\$10,127,382	1%
Grand Total	\$815,780,619	100%

INITIAL STAGES (PRIOR TO SYSTEM)



Note: Concurrently, the same team has implemented the local health department contract bundling initiative effective 9/1/2012.

QUICK WINS (MAR-MAY2012)

- ❑ **Completed 70% of original RB identified quick wins (reducing cycle time by over 2 weeks).**
- ❑ **Implementation of these quick wins by April 1:**
 - Formed the Contract Oversight Admin Team to formalize governance and attain standard process for agency;
 - Eliminated a form that took 3 steps and 2 business days to complete;
 - Eliminated Central Contract unit assignment of buyers – 2 steps and 3 business days;
 - Removed MH manual approval process – 5 steps and 2 bus days;
 - Developed a stand risk assessment tool for all divisions in agency.
- ❑ **Began contract bundling during this period for Local Health Dept contracts (as requested by 969 committee) for contracts starting Sep 1, 2012.**

EVALUATION OF NEW SYSTEM

- ❑ **We began evaluating existing systems at Texas Education Agency, Texas Workforce Agency and Texas Dept of Transportation.**
- ❑ **In May 2012, we decided to go with the “Intelligrants” system at TxDOT for these reasons:**
 - **Web based and more current than the other systems;**
 - **No Data center storage needed – cloud storage;**
 - **Reasonably priced and could be used by Enterprise;**
 - **A proven system at Harris County, TxDOT and 22 states.**
- ❑ **We renamed the system: CMPS – Contract Management and Procurement System.**

TECHNOLOGY EVALUATION

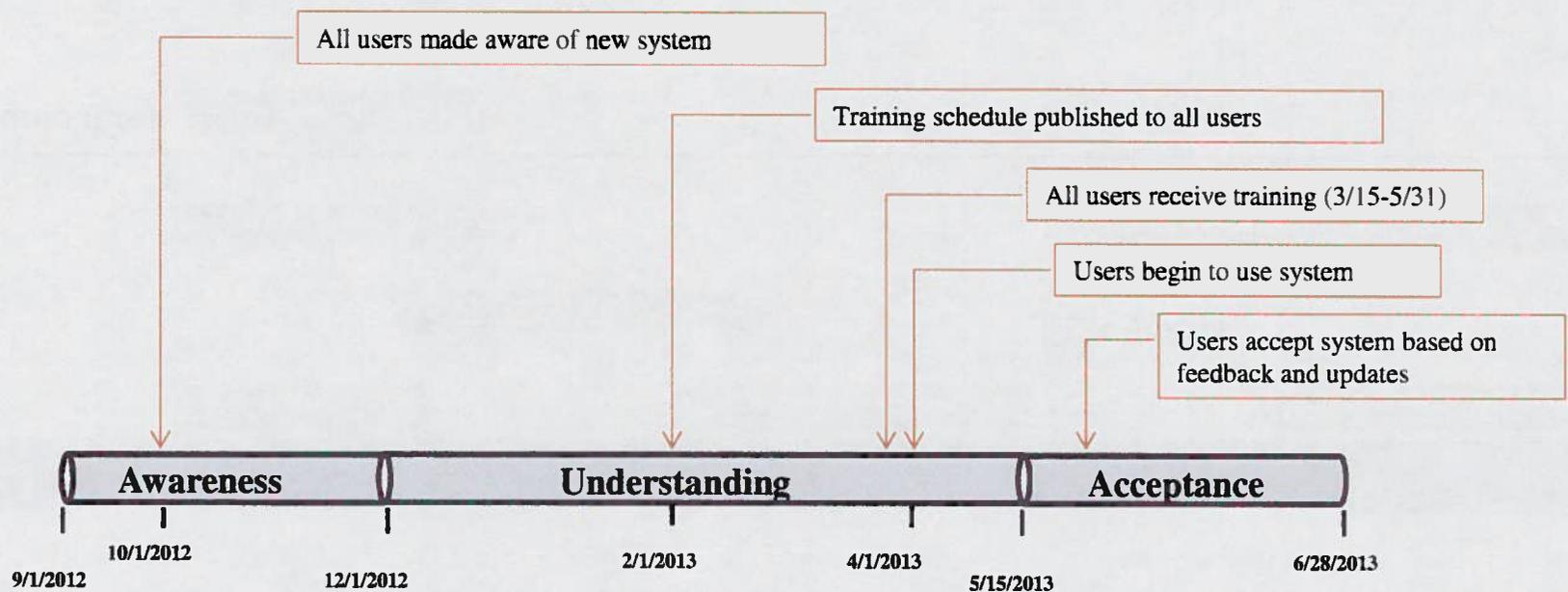
Functionality	TWC (CATS/ CDMERS)	HHSC (HCATS/ HSAS)	TEA (eGrants)	TXDOT (Intelligrants)
Architecture Fit				
Ease of Interoperability				
User Experience				
Sub-Recipient Self-Service Capabilities				
eLearning				
Timeline Supportable				
Scalability & Sustainability				

SPRING 2013 TIMELINE

Work Stream	Jan	Feb	Mar	April	May	Jun
CMPS	Testing Prep		Acceptance to Deploy		Procurements (2)	
		Testing		★ Go-Live		
	Integration Build			Renewal Development		
Communication	Website Launch					
		Tentative Roadshow				
			Webinars & Open Mics			
Training	Form Training					
	Training Development		DSHS Staff Training			
				Contractor Training		

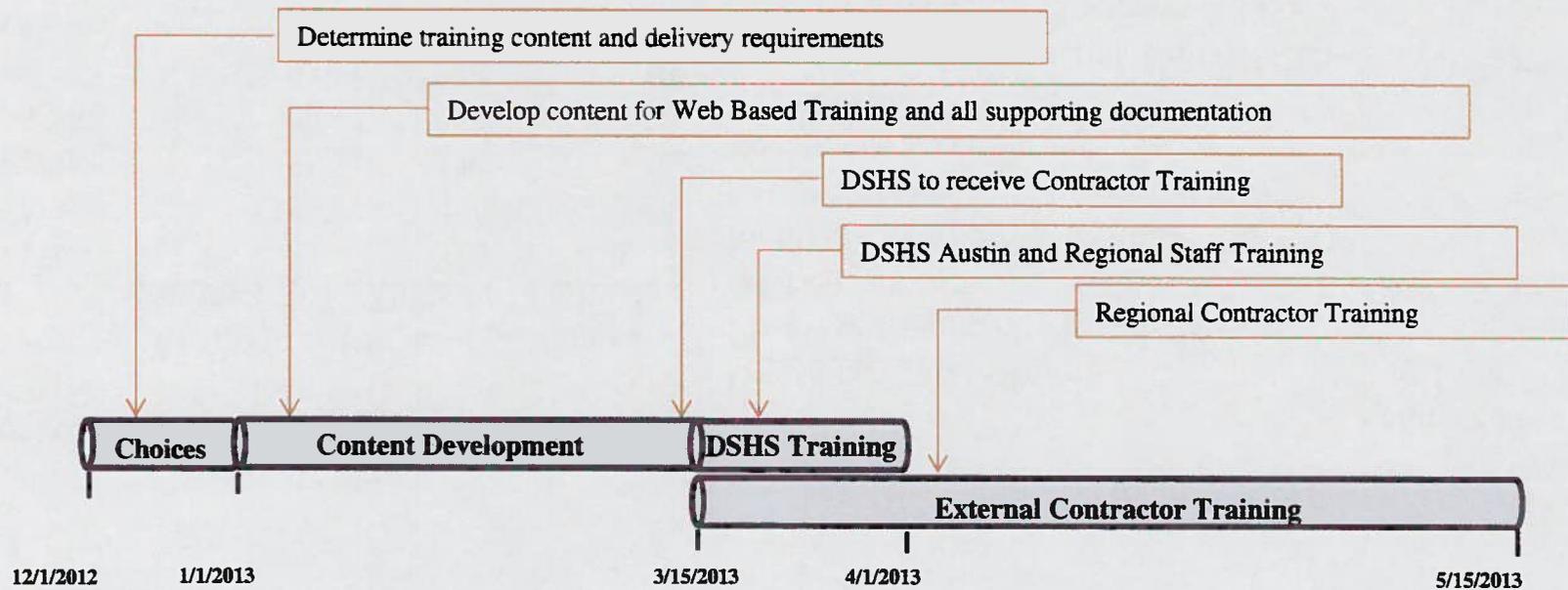
COMMUNICATION

- Communication Plan created
- Website created
- Use GovDelivery to communicate to contractors about training



TRAINING

- Training Plan created
- Began content development



EXPECTED POPULATION

External Users

Using average of 8 staff members per contractor

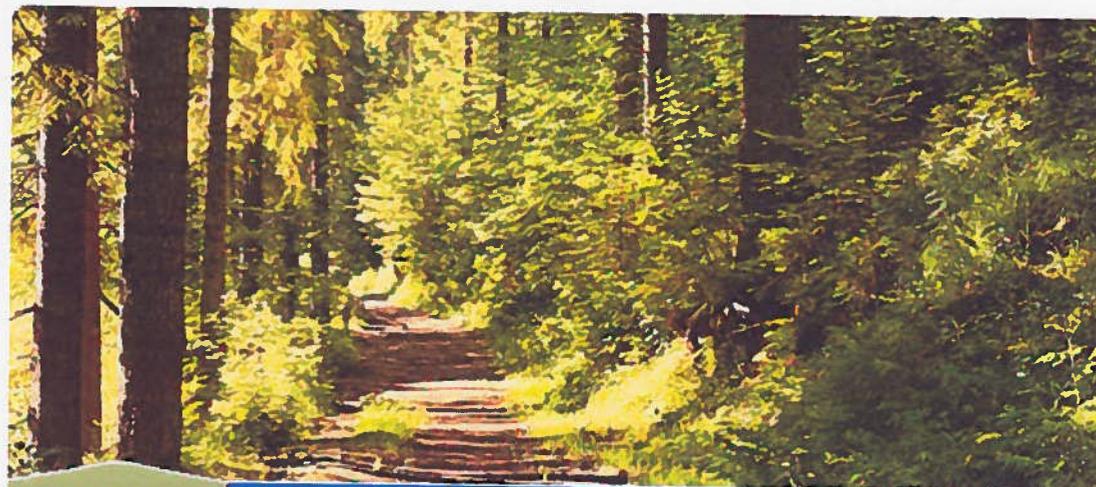
<u>Region</u>	<u># Current Contractors</u>	<u># of People to Train</u>	<u>Number Sessions</u>
Region 1	41	328	4
Region 2/3	132	1,056	14
Region 4/5N	55	440	6
Region 5S/6	96	768	10
Region 7	93	744	10
Region 8	74	592	8
Region 9/10	43	344	5
Region 11	55	440	6
Totals	589	4,712	63

Internal Users

<u>Divisions/Units to Train</u>	<u>Estimated # to Train</u>	<u># Training Sessions</u>
Family & Community Health Services (FCHS)	57	1
Mental Health/Substance Abuse (MHSA)	52	1
Disease Control & Prevention (DCP)	43	1
Regulatory Services	7	1
Regional Staff	30	1
Client Services Contracting Unit (CSCU)	27	1
Contract Oversight and Support (COS)	36	1
Office of General Council (OGC)	10	1
Accounting/Budget	21	1
Executive and Administration	10	1
Estimated Total Number of Staff	298	10

- [COS Home](#)
- [Financial Technical Assistance Unit](#)
- [Contractor's Financial Procedures Manual \(CFPM\)](#)
- [Fiscal Monitoring Unit](#)
- [Forms](#)
- [Links](#)
- [Contact Information](#)
- [File Viewing Information](#)
- [Client Services Contracting Forms](#)
- [Documents](#)
- [General Provisions](#)

[Home](#) > [CMPS](#)
Contract Management and Procurement System



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Overview of Contract Process	What is CMPS?	CMPS Training/Documentation	Division Websites	Regulations
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Log on to CMPS

Go to the main CMPS log-on screen.

News

See recent updates to the CMPS site.

FAQs

Access **Frequently Asked Questions** regarding the CMPS system.

Help

Get help with the CMPS system.

LOG IN PAGE



System Login

Welcome to CMPS

Welcome to the Texas Department of State Health Services Grants Management system. With COMPASS you can write and submit grant proposals, manage grant projects, submit performance reports and enter requests for reimbursements. For questions regarding COMPASS, Email CMPS@dshs.state.tx.us

WARNING - RESTRICTED GOVERNMENT SYSTEM
This system is restricted to authorized users only. Unauthorized access, use, misuse or modification of this system, the data contained herein, or in transit to/from this system, may constitute a violation of federal, state and local laws and subject individual(s) to criminal and/or civil prosecution and penalties. This system and associated usage is subject to monitoring and security testing by authorized personnel. There is no expectation of privacy except as otherwise provided by applicable privacy laws.

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