

# CRCOG Service Sharing

Back Office Programs



# CRCOG Back Office Service Sharing

- CRCOG Cooperative Procurement
- CRCOG Service Bureau
- CRCOG Back Office Assessment Study
- Partnerships



# CRCOG Cooperative Procurement

**Principle: Save \$ on commodities and services through aggregating volume AND save staff time by streamlining procurement process.**

- e-Procurement
  - Annual/Biennial Bids (up to 18 per year: treated road salt, gas and fuel oil, recycling bins, etc.)
- Reverse Auction
  - Energy Commodities (natural gas and electricity)
- On-call Contracting
  - Job Order Contracting (ezIQC) (small construction/renovation projects)
- Cooperative Service Contracts



# CRCOG Cooperative Procurement Methods

- e-Procurement (online bidding system)
  - Automates quantity collection, bid information and vendor response collection online
  - Streamlined CRPC administrative time to less than 1/3 of the hours to perform paper bids
  - System is also available for municipal use
  - State is piggybacking on this contract for reverse auction tool
  - Used primarily for annual and biennial bids
- Reverse Auction (energy)
  - Reverse auction approved in 2008 (PA 08-141)
  - Broker led online auction, aggregate quantities
  - Creates price transparency between the vendors, increasing competition and improving the bottom line
  - Consistently low pricing vs current rates and other consortiums
  - Used for natural gas and electricity purchasing



# CRCOG Cooperative Procurement Methods

- On-call Contracting
  - Job Order Contracting (ezIQC)
    - National best practice brought to Connecticut
    - Established in 2009 after extensive investigation and debate among the members regarding usefulness
    - Single bid for thousands of tasks related to small-to-medium scale construction/renovation work
    - Currently 24 municipalities have used for over \$6 million in projects
    - State is piggybacking on this contract



# CRCOG Cooperative Procurement Methods

- Cooperative Service Contracting
  - Software Services
    - Online Permitting System
    - CAPTAIN
  - Solid Waste Disposal (on behalf of CCSWA)
  - CRCOG Service Bureau



# CRCOG Service Bureau

- Organize the various programs that have provided direct service and cooperative opportunities to CRCOG municipalities;
- Offer services to other municipalities in Connecticut; and to
- Facilitate establishing additional fee-for-service offerings to our participating towns.



# CRCOG Service Bureau

- All services available to every municipality in the state of Connecticut.
- Fees established by program area, with discounts for CRCOG members and RPO partners.
- Current program fees maintained as structured (Purchasing Council, ViewPermit)
- This effort has been accelerated due to the current roll-out of broadband access in the state and the need to establish support and service to municipalities to leverage this new technology.





# CRCOG Service Bureau

## Areas Developed:

- Public Safety Technical Assistance
- Capitol Region Purchasing Council (to be folded in)
- Regional GIS System (to be folded in)
- Land Use Planning (to be folded in)
- Transportation Planning/Engineering (to be folded in)



# CRCOG Service Bureau

## Areas Under Development

- GIS Technical Assistance
  - Hourly assistance on regional and local land use planning (CRCOG and/or town employees via MOU)
- IT Technical Assistance
  - Hourly assistance (start with local broadband planning) (town employees via MOU)
  - Cooperative contracts for commodities/services (hardware, broadband fiber install)
  - Cooperative contracts for software
    - ViewPermit online permitting system (currently offered)
    - e-Procurement Software (currently offered)



# CRCOG Service Bureau

## Areas Under Development

- Finance Programs
  - Spend Analysis
  - North Central TX COG Programs
- Human Resources Assistance
  - Clearinghouse of information and cooperative software (OPM grant applications pending)
  - Hourly assistance (town employees via MOU or contractor)



# CRCOG Back Office Services Assessment

- Funding
  - OPM Regional Performance Incentive Grant (2011 grant cycle)
  - Awarded November 2012
  - Funding received January 2013
- Timeline
  - Currently evaluating responses to RFP for Consultant Services
  - Anticipated May 1<sup>st</sup> start date for assessment study
  - 4-5 month study of 25 towns in and around CRCOG region
- Deliverables
  - Inventory of individual town potential efficiency gains in back office areas
  - Recommended regional approaches to assist in local level needs for back office efficiencies
  - Possible funding sources



# Partnerships

- Special RPO Discounts
  - CRPC Membership
  - Service Bureau Rates
- State Piggybacking
  - DAS/State Agency use of CRCOG contracts (Bid Sync and ezIQC)
  - Continuous discussions of best practice information and new approaches

