

From: Cheryl Thompson <CThompson@ppp.state.sc.us>
To: marcia.adams@scdmv.netmarcia.adams@scdmv.net
CC: Kela ThomasKThomas@ppp.state.sc.us
Samuel GloverSGlover@ppp.state.sc.us
Date: 4/25/2007 5:00:21 PM
Subject: MMO and IMO Improvements

Marcia,

I apologize for taking so long to get back with you. I wanted to have Executive Management review and approval before I submitted the information to you.

I surveyed the staff who interact with MMO and IMO on a regular basis to come up with a few areas of improvement or concern along with a couple areas we have not had any problems.

Improvements/Concerns

- o Lack of adequate staff to handle all of the State Agencies needs and maintenance of State Contracts.
- o Statewide Term Contracts are not renewed and/or in place when previous contracts expire.
- o Inexperienced staff to handle the operation of State Government/Procurement in MMO/IMO On one occasion, MMO approved a price increase for a contract vendor without getting prior approval from PPP.
- o Lack of communication is a critical failing and lack of care seems evident at times. Most seem to be "going through the motions".
- o Lack of understanding or use of subject matter experts to determine what is pertinent to IT needs. IMO does not leverage the use of others within the organization to understand the needs and make the best decisions. An example of this type of situation would be the WESCA Conference representatives are IMO Procurement Officers representing IMO based on their years of service in IT purchasing, not IT personnel who understand the latest in information technology.
- o MMO response process for bids/contracts; lack of response to emails/voice mail to correct problems. This does not happen in all instances or with all staff. Some of the staff is very proficient in performing their job function.
- o Known issues with no real value or credit given to hard negotiating and/or going outside the established contracts when it would benefit the agency...anything outside the contract, they lose revenue on.
- o Lack of knowledge in the areas makes it hard to get to true "solutions-based procurements". IMO should understand the solution and provide the expertise needed to bring together a group of individuals who add value to the situation.

No Issues

- o We have no bid protest problems with MMO/IMO.
- o Contracts Between State Agencies (Form 136) - MMO approval process time is good.

Thank you,

Cheryl Mack Thompson
South Carolina Department of
Probation, Parole and Pardon Services
Director of Fiscal and Materials Management
(803) 734-9238 (work)
(803) 667-1073 (cell)