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To: Soura, ChristianChristianSoura@gov.sc.gov  
Date: 3/5/2013 1:52:51 PM  
Subject: Contact info and follow up  
Attachments: [Contract Elements 130220.docx](#)

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Christian.

Thanks for the follow up call and good luck with your voice.

Attached is a softcopy of the doc you received. Again, it's a frank assessment of various customer (agency), purchasing and industry comments on the existing contracts/RFP process. It's not unique to any specific contract, but more prevalent in some contracts than others.

That said, the traditional focus in purchasing has been on the process of getting an RFP out the door with as little objections as possible. Once out the door, "it's someone else's responsibility." And that's the rub, and the foundation of unacceptable results. There are both published reports and anecdotal comments from state purchasing people that confirm this status quo focus. I'm sure you're familiar with both.

If I heard the Governor correctly, she's focused on measurable results/outcomes from the contracts, not quantity or effort involved. From our brief conversation, you are of the same opinion.

As I mentioned in our call, better questions (in the RFP) lead to better answers (vendor responses), and if issues/goals/metrics/outcomes aren't specifically mentioned in the RFP, they can't be used to measure ongoing contract value and compliance. Hence, the reason for the doc. It's a just an organized way to view the comments and facts. Note that this document augmented various data analyses done on contract compliance, usage and value delivered.

If you have any questions or clarifications, please let me know. Given the Governor's leadership in so many other areas, this sounds like another fit.

Thanks and I hope to speak with you soon.

Bob.

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