



North Carolina
Department of Administration
Division of Purchase & Contract

Machelle Sanders
Secretary

Odessa McGlown
State Purchasing Officer

September 12, 2019

MEMORANDUM

TO: State Agencies and Community Colleges
Procurement Directors, Chief Financial Officers, Deputy Secretaries

FROM: Odessa McGlown *Odessa McGlown*

SUBJECT: State Procurement Training

Recently, the decision was made to “rethink” procurement training. We revisited the common challenges around training and development, specifically, (1) what training needs to be delivered and to whom, (2) who delivers the training, (3) who develops the training materials, (4) how can the training be standardized, (5) how do we account for workforce, cultural and generational differences in the training environment, and (6) how is training effectiveness measured.

With all of these challenges identified and assessed, the Department chose to revamp the current program to provide a mix of courses designed to deliver basic and advanced procurement knowledge, contract management, project management, as well as courses to acquaint agency staff with North Carolina “purchasing statutes and rules”. In addition to a revised mix of courses, the delivery models will be varied to ensure the right courses are provided to the right personnel at the right time. Delivery models will include face-to-face by internal and external instructors, online/on-demand, and self-study.

To our partners--who depend on P&C for your procurement training needs--we want to share the following update:

- The Division of Purchase and Contract is in the process of hiring a Chief Learning Officer (CLO) who will redesign and redeploy the State’s procurement training program to create one that provides a foundation for employees to enhance or develop overall skills. The new program will result in a positive training impact as evidenced through improved productivity and quality procurement outcomes. With a primary focus on continual learning and development, the CLO will identify reliable metrics and methods to measure effectiveness and the ROI of employee training initiatives.
- To meet mandatory requirements, the Introduction to Procurement class will be delivered. The schedule for this class will be provided in a separate communique. All other face-to-face training courses normally taught by P&C’s instructors have been cancelled until January 2020. Online P&C and E-Procurement courses will remain accessible during the transition.
- The SB99 mandated Contract Management program is being piloted now. The participants were chosen from several departments, community college and universities, with hefty representation by DHHS. Feedback from this group will be used to refine the course before widespread rollout.

The Department of Administration is excited about its plan to meet its mission and the objectives of SB99 consistent with budget and funding constraints. The primary objectives of the plan are to create and maintain the integrity of core competencies required to carry out the State's procurement mission by:

- Delivering a Contract Management training and certification program for all State employees involved in the acquisition or management of contracts,
- Increasing the overall effectiveness of the Division's training program by establishing and delivering foundational and developmental curricula to strengthen core procurement competencies, and
- Establishing healthy partner relationships that feed constructive information into the educational and developmental improvement cycle to improve procurement outcomes.

Thank you for your patience as we establish the foundation for responding to the Department's imperatives and procurement vision for State Fiscal Year 2020 and beyond. With the implementation of the program, we will be agile and responsive to the rapid changes in procurement and ensure that learning needs align with business goals.

Please share this information with your procurement personnel. Direct any additional questions or concerns to me directly at Odessa.mcglown@doa.nc.gov or (919) 807-4550.

REFERENCES:

§ 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:

(14) To work in conjunction with the Office of State Human Resources to create a Contracting Specialist career path to provide for the designation of one or more employees within each department, agency, or institution of the State to serve as the Contracting Specialist for the department, agency, or institution. Employees on the Contracting Specialist career path shall receive training and guidance as 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.

01 NCAC 05B .1605 COMPLIANCE REVIEWS

(d) The SPO shall provide to each agency, upon request, the Division's assistance in educational training for the agency's staff, to better acquaint them with the purchasing statutes and rules.
