

# **Agency Fiscal Agents and Liaisons Meeting**

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Rhodes Tower Lobby Hearing Room

November 2, 2011

9:30am-11:30am



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# Opening Remarks

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Chris Whistler, Assistant Director



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# Controlling Board:

## Suggestions for writing requests and appearing before the Board

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Randy Cole, Controlling Board President



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# **Controlling Board:**

## **Submitting a Non-Substantive Change Request**

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Randy Cole, Controlling Board President

Katherine Nickey, Controlling Board Secretary



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# Submitting a Non-Substantive Change Request

Anyone with e-CB access can create and submit a non-substantive change request to the Controlling Board president.

Non-substantive changes include the following:

- The term or fiscal year for which the contract is approved. The term or fiscal year change must be within the current biennium.
- The contract amount allocated to each fiscal year of the biennium.
- The appropriation line item number or name or fund identified in the request.
- The subcontractor(s) identified in the contract
- Any other change which the President identifies as a non-substantive



# Submitting a Non-Substantive Change Request (Continued)

You can **Submit a Non-Substantive Change** or **View Submitted Non-Substantive Changes**:

The screenshot displays the 'CB Request' application interface. At the top, there is a navigation bar with tabs for 'New', 'Open', 'Delete', and 'Check Status'. Below the navigation bar, a paragraph explains that Controlling Board Requests (CBRs) are prepared by state agencies and higher education institutions, and require approval by the Controlling Board. A 'Select from the menu:' section follows, listing various actions with corresponding icons and descriptions:

- New**: To create a new request
- Open**: To view or edit a request
- Delete**: To delete a request that has not been submitted to the CBO (The CBR number may not be reused)
- Check Status**: To display the status of requests
- Inquiry**: To search for specific requests
- Release & Permit Status**: To display the status of pending Release & Permit requests
- Check Agenda Holds**: To display the Agenda Items that are on hold
- Download Agency Workflow**: To download Agency workflow Spreadsheets
- Submit Non Substantive Change**: To submit Non Substantive changes for a approved Controlling Board request
- View Submitted Non Substantive changes**: To display all submitted Non Substantive changes



# Submitting a Non-Substantive Change Request (Continued)

- Agency Non-Substantive Change Request Form
- Enter a Short Title
- Description (up to 8000 characters)
- Select the **calendar** year of the **Controlling Board meeting** of the approved request
- Select the Controlling Board number
- Submit request



# Submitting a Non-Substantive Change Request (Continued)

- An error message will appear if any required field was not completed. Proceed by clicking the **OK** button to go back and complete the request.
- Once all fields are completed, a message will appear stating the request was submitted successfully. Click the **OK** button.
- Please note that non-substantive change requests cannot be deleted or edited once submitted. If there is an error, please submit another request.
- Once the request for a non-substantive change has been submitted, the original status will show as *Pending*. Once reviewed by the Controlling Board President, the status will change to *Approved* or *Denied*.

CBR No	Short Title	Submitted By	Submitted Date	Approved/Denied By	Approved/Denied Date	Agency Code	Status
DYS010	Non-sub Change DYS010	Mary.Smith	6/15/2011			DYS01	Pending



# Submitting a Non-Substantive Change Request (Continued)

- The Controlling Board President, Controlling Board Secretary, and submitting agency e-CB contact will receive an automatic email stating that a request for non-substantive change was submitted. It includes the Controlling Board number, the title and description of the change, and who submitted the change request.



# Questions and Answers

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**Topic:**

**Submitting a Non-Substantive Change Request**



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# Controlling Board:

## Language in H.B. 153 and Corresponding CB Request Changes

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Randy Cole, Controlling Board President

Katherine Nickey, Controlling Board Secretary



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# Operating Request

GENERAL INFORMATION			Reset
Agency Name	Operating Request	Fiscal Year(s)	
Development	<input type="radio"/> Waiver of Competitive Selection <u>(Revised Code Section 127.16B)</u> <input type="checkbox"/> No Competitive Opportunity	<input type="text"/> Bill No. <input type="text"/>	
Institution/Division Development	<input checked="" type="radio"/> Agency released competitive opportunity <u>(Revised Code Section 127.162)</u> <input type="radio"/> Other Statutory Authority/Bill Section: <input type="text"/> <input type="radio"/> Operating Transfer Request <u>(Revised Code Section 127.14)</u> <input type="checkbox"/> Appropriation <input type="checkbox"/> Cash <input type="checkbox"/> Other Statutory Authority/Bill Section: <input type="text"/>		
			Eligible for OBM Director Approval? <input type="radio"/> Yes <input checked="" type="radio"/> No
VENDOR INFORMATION			Hide
Vendor ID	Address Code	Vendor Name	Vendor Address of Principal Place of Business
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
FY	Contract Amount	Release & Permit #	City
<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text"/>	State
<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text"/>	OH ▾
			County (Ohio Only)
			<input type="text"/>
			Zip Code
			<input type="text"/>
			Owner Agency
			dev0 ▾
<input type="button" value="Add New"/>			



# Capital Request

CB Request		New	Open	Delete	Check Status	
Meeting Date: 11/14/2011		CAPITAL REQUEST		Controlling Board Request No.: dev0101792		
Status: New						
GENERAL INFORMATION					Reset	
Agency Name Development	<input type="radio"/> Real Estate Acquisition <input type="radio"/> Release of Capital Funds (R.C.Sec. 127.14G) <input type="radio"/> Transfer of Capital Funds (R.C.Sec. 127.14G and/or Sec. 127.15) <input type="radio"/> Higher Education Authorization Request (Sec. 3333.071) <input type="radio"/> Other Statutory Authority/Bill Section: <input type="text"/>			Fiscal Year(s) <input type="text"/>		
Institution/Division Development						
Eligible for Local Administration?	<input checked="" type="radio"/> Capital Request <input type="radio"/> Release of Capital Funds (R.C.Sec. 127.14G) <input type="radio"/> Transfer of Capital Funds (R.C.Sec. 127.14G and/or Sec. 127.15) <input type="radio"/> Waiver of Competitive Selection (R.C.Sec. 127.168) <input type="checkbox"/> No Competitive Opportunity <input checked="" type="radio"/> Agency Released Competitive Opportunity (R.C.Sec. 127.162) <input type="radio"/> Release Percent for Arts (R.C.Sec. 3379.10) <input type="radio"/> Other Statutory Authority/Bill Section: <input type="text"/> <input type="radio"/> Other: <input type="text"/>			Bill No. <input type="text"/>		
<input type="radio"/> Yes <input checked="" type="radio"/> No				Eligible for OBM Director Approval? <input type="radio"/> Yes <input checked="" type="radio"/> No		
VENDOR INFORMATION					Hide	
Vendor ID	Address Code	Vendor Name	Vendor Address of Principal Place of Business			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
FY	Contract Amount	Release & Permit #	City	State	County (Ohio Only)	Zip Code
<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text"/>	<input type="text"/>	OH	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text"/>	Owner Agency		dev0	
<input type="button" value="Add New"/>						



# Sample Paragraph

“The {agency} respectfully requests Controlling Board approval to release competitive opportunity in accordance with section 127.162 of the Revised Code in FY { } in the amount of {\$} to {contract with, purchase services from, etc.}”

In addition to providing a detailed written explanation of the nature of the request, the agency will now provide in this section of the Controlling Board request a detailed explanation of the type of competitive selection or evaluation and selection process with which the agency was seeking to comply.



# Questions and Answers

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**Topic:**

**Language in H.B. 153 and Corresponding  
Controlling Board Request Changes**



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# **Controlling Board:**

## **Controlling Board Manual and Technical Manual Update**

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Randy Cole, Controlling Board President

Katherine Nickey, Controlling Board Secretary



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# Controlling Board Manual and Technical Manual Update

## Manuals

- Currently reviewing all provisions in the ORC, OAC and H.B. 153 referencing the Controlling Board
- In the process of marking up the current version and updating it with new screen shots and removing outdated information
- The goal is to redesign the manual and make it more “user friendly”



# Controlling Board Manual and Technical Manual Update

- New Controlling Board Manual January 2012
- If you have found errors or confusing elements in the existing manual or if you have suggestions for the new manual, please submit them to Katherine Nickey,  
[katherine.nickey@obm.state.oh.us](mailto:katherine.nickey@obm.state.oh.us)



# Overview of the Role of DAS before CB Action

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Jeff Westhoven, Deputy Director, GSD

Gretchen Adkins, Chief Procurement Officer



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# Common Controlling Board actions on DAS contracts

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## *Waiver of competitive selection*

- Real estate commercial leases over \$75,000
- Supplies and services contracts over \$50,000

## *Release of capital funds*

- Building design and construction contracts

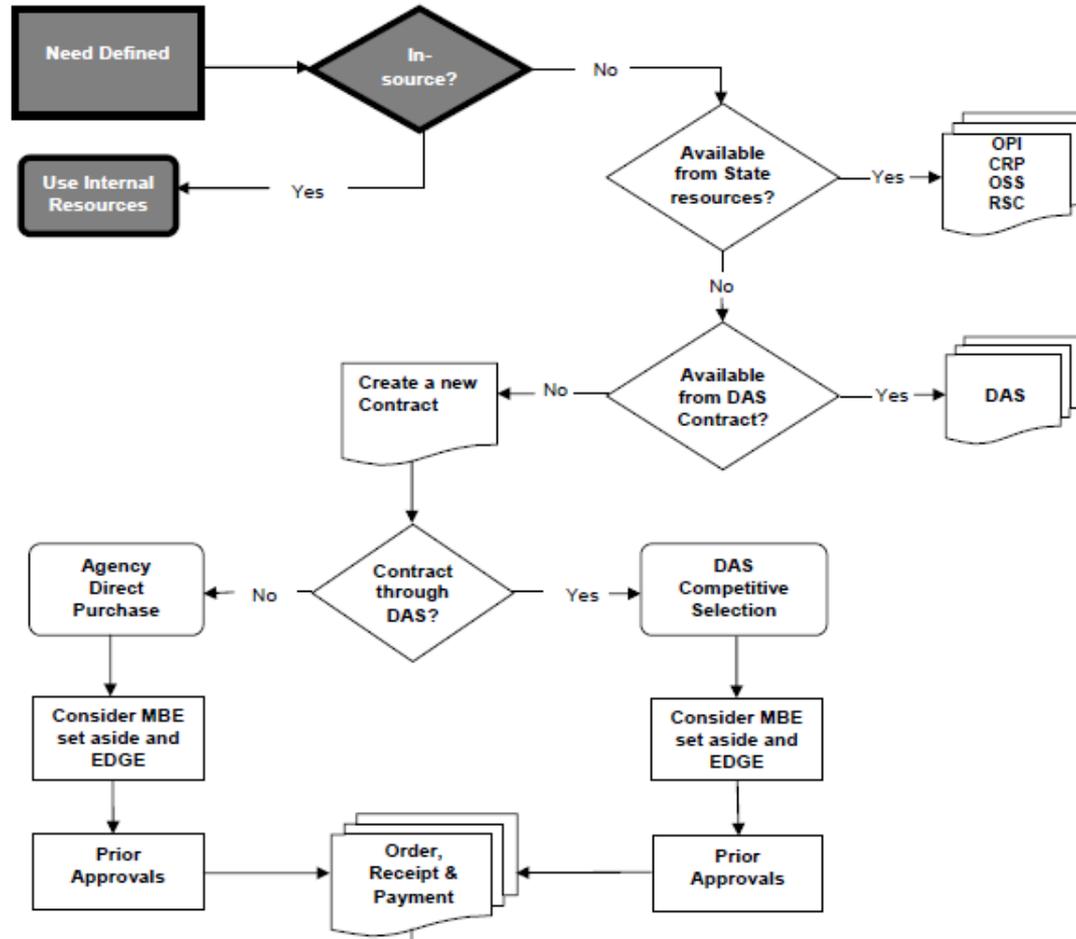
## *Other*

- Energy performance contracts



# DAS Review and Determination

## Supplies & Services Procurement Decision Process



# DAS Review and Determination

## Required State Sources:

- Ohio Penal Industries
- Community Rehabilitation Program
- Dept of Mental Health, Office of Support Services
- Rehabilitation Services Commission

If not available from a State Source....



# DAS Review and Determination

## DAS Existing Contracts

- Supplies and Services
- Printing Services
- Technology Supplies and Services
- Some contracts are required and some optional

## Types of Procurement Methods

- Invitation to Bid (ITB)
- Request for Proposal (RFP)
- Reverse Auction
- Negotiated Contracts: state term schedules (STS), master maintenance agreements (MMA), master license agreements



# DAS Review and Determination

## Considerations on DAS contracts (required by law)

- Buy America
- Buy Ohio
- Recycled content
- Minority Business Enterprise (MBE)
- Encouraging Diversity Growth and Equity (EDGE)
- Bio-based content

If not available from existing DAS Contract....



# DAS Review and Determination

Create a new contract through DAS or not?

Agency has Direct Purchase Authority if:

- It is exempt from DAS; or
- The specific purchase is exempt from DAS (blanket release and permit); or
- Cost is less than \$50,000; and
- Purchase will not result in cumulative total spend exceeding \$50,000 with vendor in fiscal year

Otherwise the direct purchase requires Controlling Board approval.



# DAS Review and Determination

## Submit Request to Purchase (RTP) to DAS

- Online at State Procurement website under Forms - <http://apps.das.ohio.gov/requesttopurchase/requestform.aspx>

The screenshot shows the 'Request To Purchase' form for Government Entities on the Ohio DAS website. The page has a blue header with the 'Ohio DAS' logo and navigation tabs for 'Contractors/Vendors', 'Government Entities', 'State Employees', and 'Public'. The main content area is titled 'Request To Purchase' and includes instructions for use by government entities. It features a 'Request Information' section with various input fields for contact and request details.

**Request To Purchase**

This form is for use by Ohio governmental entities only. Vendors are not to complete or submit this form. Non-State entities should only complete this form if anticipated purchase is more than \$50,000.

[Auditor Login](#)

**NOTE:** If this request is for an IT supply or service please submit your request to the Information Technology Procurement Services office at <https://itrelease.ohio.gov>.

Please click [here](#) for Frequently Asked Questions

**Section 1 Contact Information**

\* - Required Field      \*Date of Request: 10/30/2011

\*Government Entity:

\*Business Unit:

\*Street Address:

\*City:

\*State:

\*ZIP:

**Contact Person:**

\*First Name:

\*Last Name:

\*Email:

\*Phone No.:

**Section 2 Request Information**

# DAS Review and Determination

- DAS Reviews RTP for Competitive Solicitation
- DAS Granting Waiver – Release & Permit
- Factors Considered In Granting R&P
  - ✓ Ability to complete purchase under competitive selection and with standard considerations
  - ✓ Agency demonstrated ability in procurement and specialized knowledge in procurement
  - ✓ Economy and efficiency – is it a good deal?
  - ✓ Availability of resources in DAS
  - ✓ Timeline constraints
  - ✓ Emergency condition exists



# Questions and Answers

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Topic:

Overview of the Role of DAS before CB Action



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# Ohio Shared Services

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Everett Ross, OBM Deputy Director  
Ohio Shared Services Lead



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# About Ohio Shared Services (OSS)

## What is OSS?

- A division of the Office of Budget and Management (OBM), OSS processes common administrative transactions for state agencies, state employees, and business vendors with an emphasis on customer service
- The Ohio Shared Services Center launched in October 2009 to deliver an efficient, standardized approach to processing common business transactions
- In the private sector, shared services has shown to be a comprehensive and flexible tool for improving processes and delivering cost-effective, high-quality service by standardizing and streamlining processes



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## **OSS Mission**

Ohio Shared Services executes administrative transactions for its customers while skillfully balancing efficiency and customer service to add value through lower cost and improved effectiveness. Our primary key to success is a highly motivated, top performing, self-directed workforce.

***Execution, Efficiency, Customer Service***



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## **OSS Vision**

Ohio Shared Services is nationally recognized as a public sector pioneer that manages multiple business processes for a variety of public sector entities. It is recognized as best-in-class in serving its customers, in maintaining a high-performance workplace and in recognizing employees as its most critical asset.

***Best-In-Class, High Performing Service Entity***



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# Primary Functions of OSS

## Accounts Payable

- Invoice Processing
- Paperless Document Archiving

## Vendor Maintenance

- 1099 Processing
- Vendor Inquiries
- eSupplier

## Travel and Expense Reimbursement

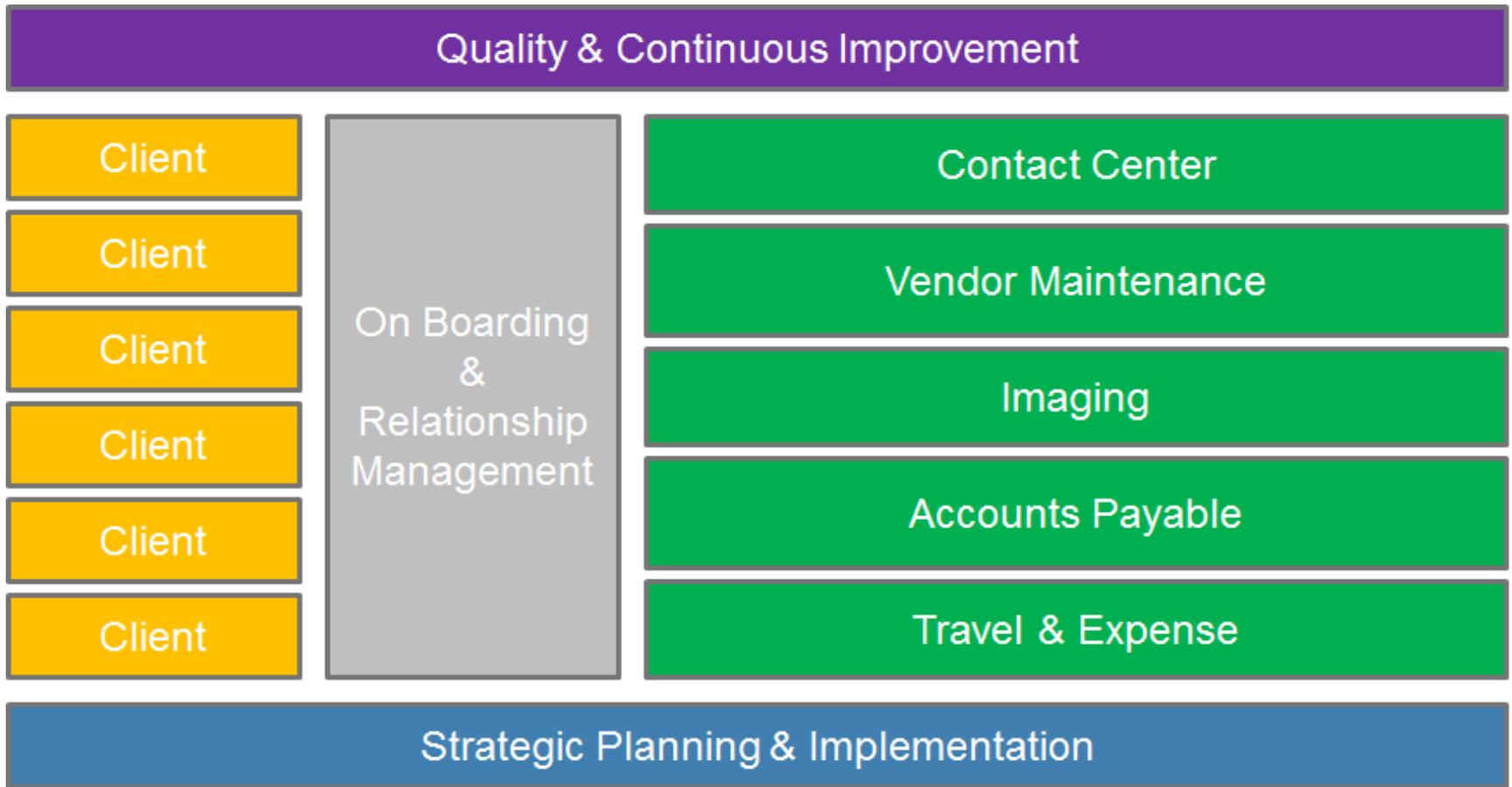
- Pre-Audit
- Electronic Receipt Submission

## Contact Center/User Support

- Call Center
- Phone, Email and Fax Inquiries



# OSS Business Model



# OSS Operating Model

- **People**

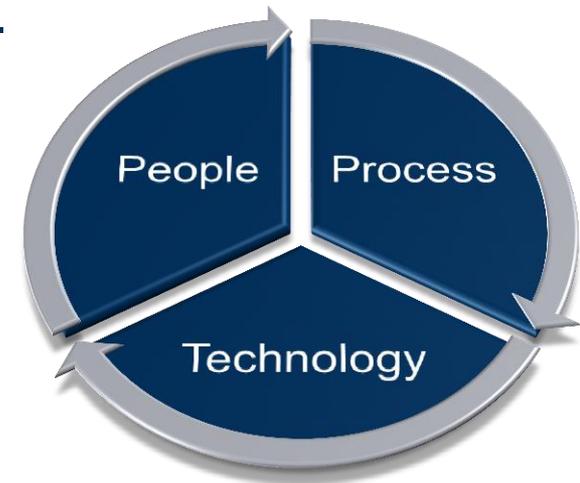
The profile of the OSS employees  
(i.e., Core, Technical, and Professional).

- **Process**

The activities that produce measurable  
outputs.

- **Technology**

The tools that are critical to business  
success.



# Service Level Agreement

## Primary objectives:

- Establish clear expectations of the services that OSS will provide to agency partners
- Outline what is expected of the agency in the partnership
- Define how services are delivered
- Define how services are measured



**3.2 STANDARD SCOPE OF SERVICES**

Ohio Shared Services provides the following services to Agency Partners:

**Accounts Payable**

- Process PO Invoice
- Process Non-PO Invoice
- Process Non-standard Invoice
- Process Vendor Update
- Process 1099 Form

**Travel and Expense**

- Process T&E Reimbursement

**Customer Service**

- For more detailed information about the services provided please reference the Operating Level Charter.

**3.2.1 Customer Service**

All inquiries or requests are managed by the OSS customer service function and should be directed to Ohio Shared Services at 1.877.OHIOSS1 or via electronic mail at [ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov). Resolution to inquiries or requests are managed by the customer service function with agreed upon timeframes as defined in the Operating



# OSS Roadmap

## Primary objectives:

- **Aligned with OSS Mission**

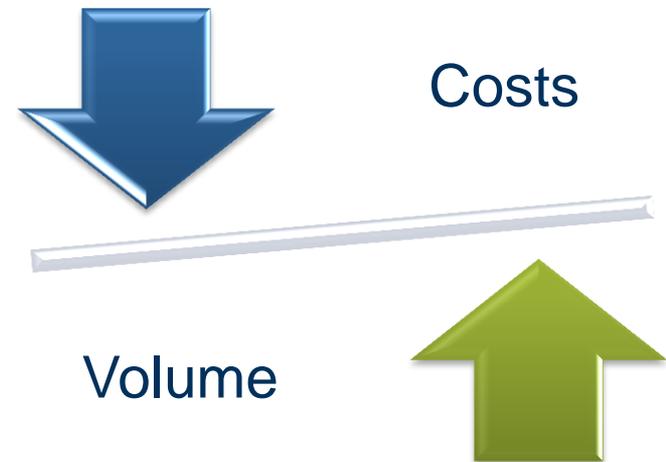
“....balancing efficiency and customer service to add value through lower cost and improved effectiveness.”

- **Lower Costs – Increased Volumes**

- Existing Business Lines
- New Business Lines
- New Customers

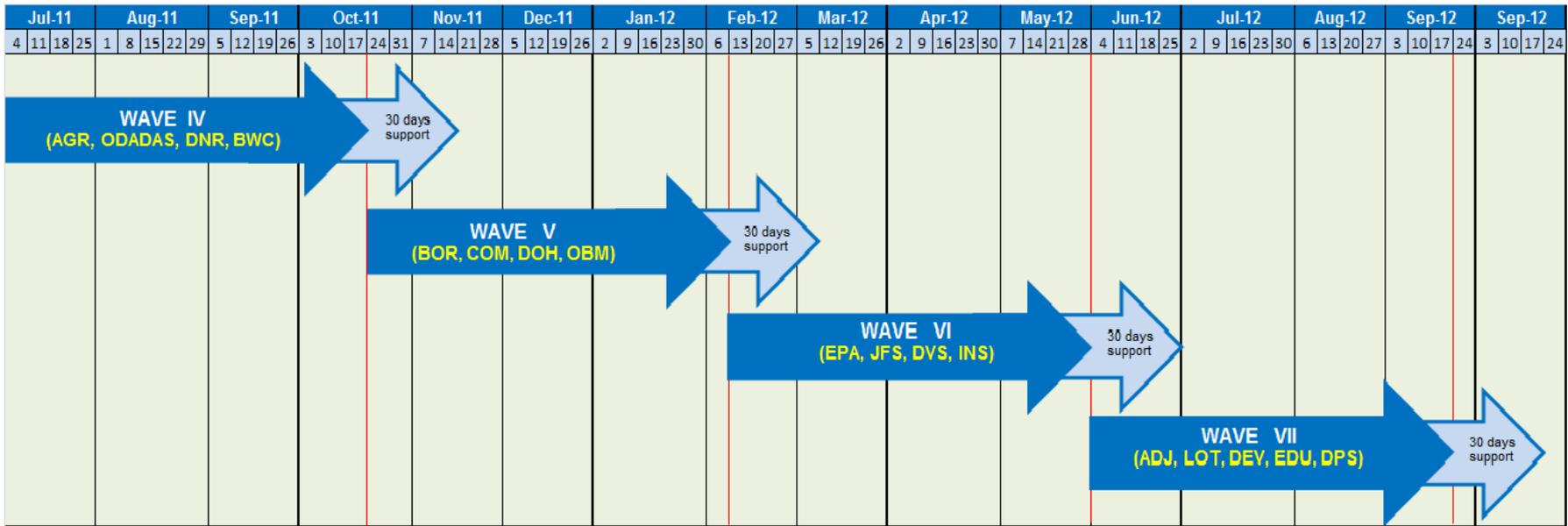
- **Improved Effectiveness**

- Business Process
- Technology Enhancements



# OSS Roadmap – Increased Volume

## AP Targeted On-Boarding Schedule:

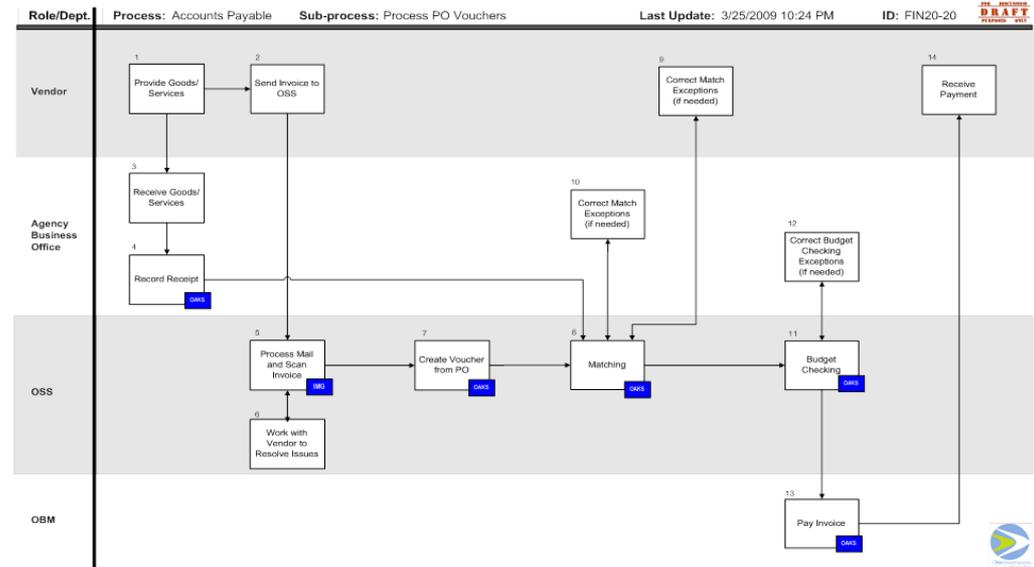


# OSS Roadmap – Increased Volume



# OSS Roadmap – Improved Effectiveness

- **Business Process**
  - Streamlined Processes
  - High Quality Results
- **Technology**
  - Increased Automation
  - Increased Quality
  - Best Practice Standards
  - Scalable Solutions



# OSS Roadmap - Improved Effectiveness

- **Voice of the Customer**
  - Service Level Agreements
  - Monthly Client Reviews
  - Contact Center Trends
  - Surveys
- **Voice of the Employee**
  - Continuous Improvement
  - Metrics / Quality Assurance
- **Industry Standards**
  - Other SS Partners
  - Best Practice Tools and Processes



# Questions and Answers

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Topic:

Ohio Shared Services



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# The Ohio Fiscal Academy

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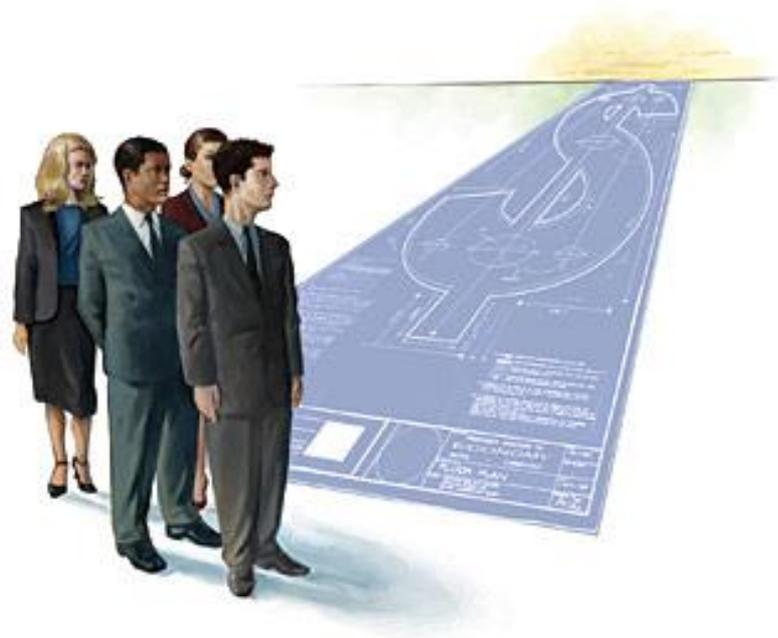
Robert Cooperman,  
OBM Training Academy Program Director



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# What it is . . .

- Coursework and activities
- Provides participants with skills and knowledge vital to fiscal office leadership and administration



# Certified by the Ohio Fiscal Academy . . .

Resolution 5000x3750 px - Free hires file download - www.psdgraphics.com



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# Whom it targets . . .

66535 Fiscal Officer 1  
66536 Fiscal Officer 2  
66537 Fiscal Officer 3  
66538 Fiscal Officer 4  
66531 Fiscal Specialist 1  
66532 Fiscal Specialist 2

63251 Budget Analyst 1  
63252 Budget Analyst 2  
63255 Budget Analyst Supervisor 1  
63256 Budget Analyst Supervisor 2  
63221 Budget/Management Analyst 1  
63222 Budget/Management Analyst 2  
63223 Budget/Management Analyst 3  
63224 Budget/Management Analyst 4  
63225 Budget/Management Analyst 5  
63226 Budget/Management Analyst Sup

***And others!***



# The application process . . .



# The Curriculum: Courses . . .

Econtrolling Board

Accrual vs. Cash Basis Accounting

Taking the Mystery out of Financial Statements

Intro to SOPPS

Organizing the Fiscal Office

Introduction to Internal Controls

Estimating Revenue

The Budget Process

Intro to SWCAP

Allotments

The HR Connection

Putting a Budget Together

The Audit Process

Disbursements

Debt Management

Chart of Accounts and Fund Accounting

Federal Grants Management

State Laws and Policies



# The Curriculum: “Real World Activities” . . .

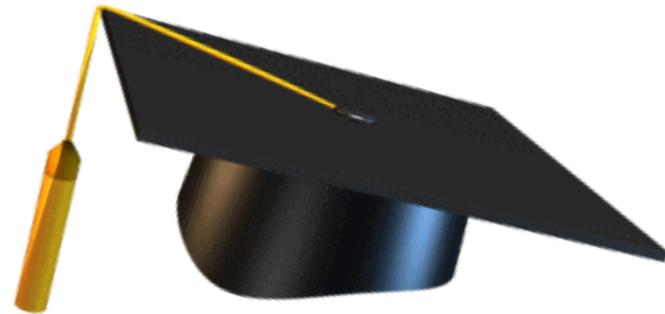


# The Curriculum: “Real World Activities” (cont.) . . .



# The “perks” . . .

- Certificate of Completion
- CEUs
- Instructors Who Do the Work
- Unique Opportunities
- Recognition of Fiscal Academy Certification to satisfy Minimum Quals
- Graduation Ceremony



# Questions and Answers

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Topic:

The Ohio Fiscal Academy



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