



Procurement— One Year Later: Progress, Performance, and Results

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Director of Procurement**



YOUR PROCUREMENT DEPARTMENT



TRANSFORMING PROCUREMENT

A Year of Innovation,
Accountability & Results

Presented by:

Andy Penick, Procurement Director

*“Delivering exceptional value
through transparency, efficiency
and strategic partnerships.”*

Our Mission



To provide transparent, ethical and efficient procurement services that maximize taxpayer value while supporting every department in achieving its mission.

The diagram features two rounded rectangular boxes. The left box is orange and contains the mission statement. The right box is green and contains the core values. A curved orange arrow points from the top of the orange box to the top of the green box. A curved green arrow points from the bottom of the green box back to the bottom of the orange box, creating a circular flow.

Our Core Values:

- Integrity
- Transparency
- Accountability
- Customer Service
- Fiscal Responsibility
- Continuous Improvement



Where We Started



When I assumed leadership of the Procurement Department, several opportunities for improvement were identified:

- Greater consistency in Procurement processes
- Strengthening Contract administration
- Improvement of Procurement timelines
- Policy and procedure modernization
- Greater collaboration with departments
- Expanded local vendor participation
- Improvement of reporting capabilities

Operational Improvements

Major Process Enhancements

Standardized procurement procedures

Updated solicitation templates

Improved workflow management

Better contract tracking

Enhanced communication with departments

Improved documentation

Reduced processing delays

COST SAVINGS

Delivering Value to Taxpayers

Cost Savings Last Fiscal Year:

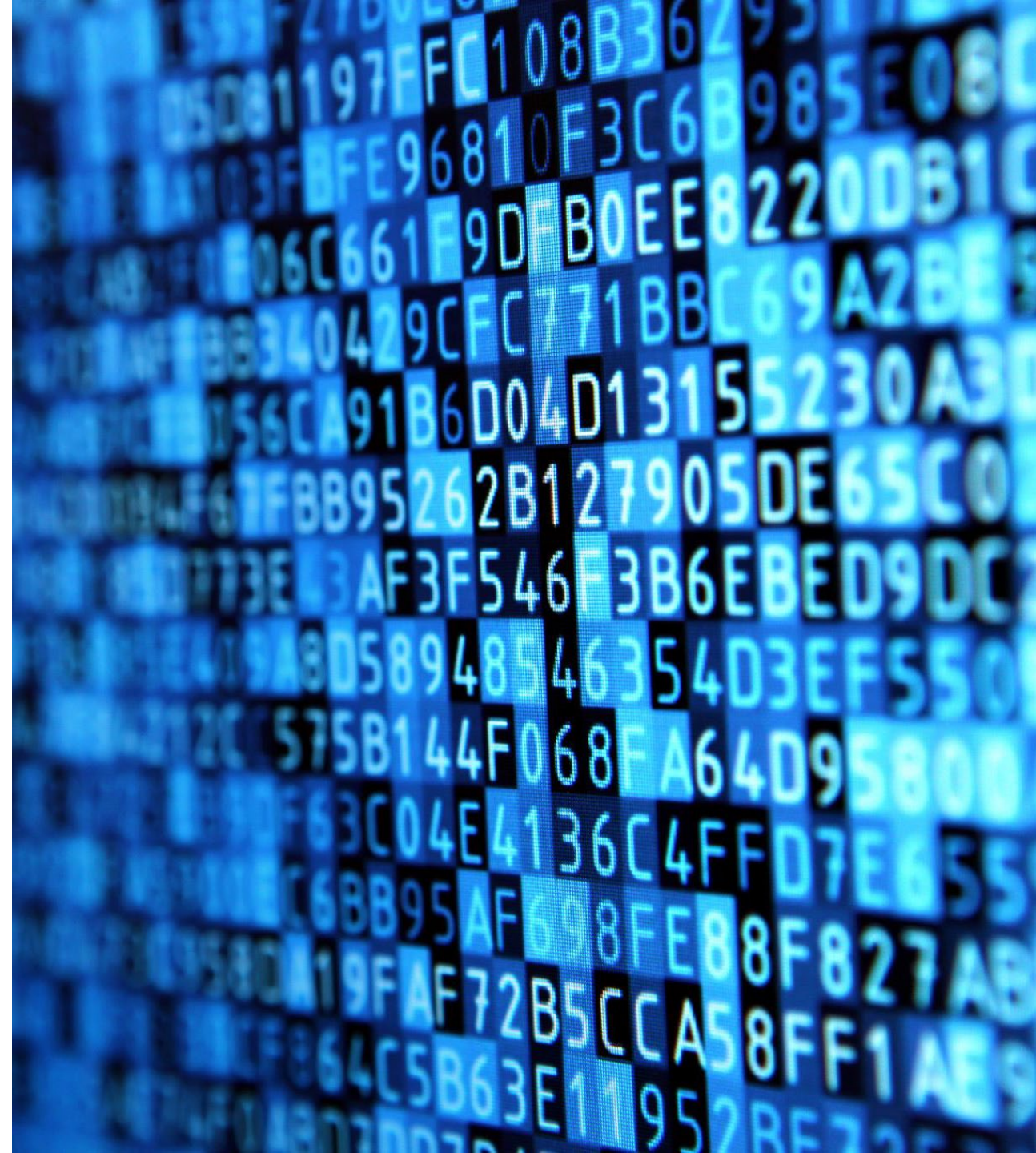
- 58% reduction in copy/print volume
- 49% reduction in printing equipment and printing costs through new contract with Pollock Company
- Additional reductions expected across all departments



PERFORMANCE DASHBOARD

Procurement by the Numbers

- 109 Solicitations Issued
 - 31 Contracts renewed
 - 13,282 Purchase Orders Processed
 - 1-2 days Purchase Order Turnaround
 - 90 days Average Procurement Cycle Time
 - Vendor Registrations
 - Greater use of Cooperative Agreements
 - Improved Customer Satisfaction
-



VENDOR ENGAGEMENT



Strengthening Our Supplier Community



2026 Events:



Gwinnett County Supplier Networking and Resource Fair



Georgia Tech APEX Accelerator "Innovate Your Opportunity for Success" at Georgia Cyber Center



Georgia Procurement Workshop at Augusta University



Augusta Compliance Department "Doing Business with Augusta, Georgia" Workshop



Why It Matters:



A stronger vendor community creates greater competition, resulting in better pricing and improved service for the City

Compliance & Transparency

Building Public Trust

Achievements

- Updating procurement policies and procedures
- Strengthening internal controls
- Improving contract oversight
- Standardizing documentation
- Enhancing audit readiness

TECHNOLOGY IMPROVEMENTS

Modernizing Procurement

Technology Initiatives

- E-Procurement processes
- Digital contract tracking
- Electronic approvals
- Procurement dashboards
- Improved reporting
- Better documents management



OUR TEAM

Investing in People

This year's accomplishments were possible because of the dedication and professionalism of our Procurement Team

Highlights

- Cross-training
- Professional Certifications
- Team Collaboration
- Increased productivity
- Customer-focused culture

MAJOR SUCCESS STORIES

PRINT SHOP

Installation of high-quality, cost-efficient copiers offering a broader range of printing solutions

Faster turnaround time on large scale projects

COURIERS

Acquisition of updated reliable vehicles

Cross training

Faster interoffice mail delivery

E-Procurement Software

Purpose-built for Government

Empowering Collaboration, Compliance and Speed
City of Augusta

NIGP Business
Council

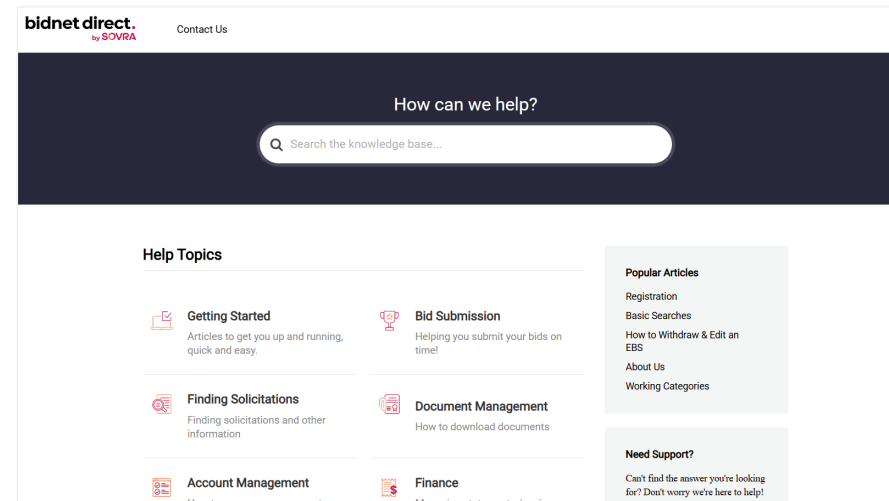
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Supporting and Empowering Suppliers to Succeed

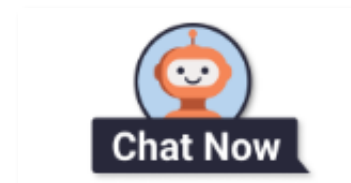
Suppliers have access to:

- **Step by Step guides to become new vendors.**
- A **Knowledge Base** that helps them discover how to find opportunities and submit bids.
- An **AI-powered chatbot** for instant answers within the platform.
- **Customer support** available Monday–Friday, 8:00 am–8:00 pm EST, by phone or email.
- **Enhanced features** designed to make finding bids faster and easier, such as:
 - AI Overview
 - Saved Solicitations

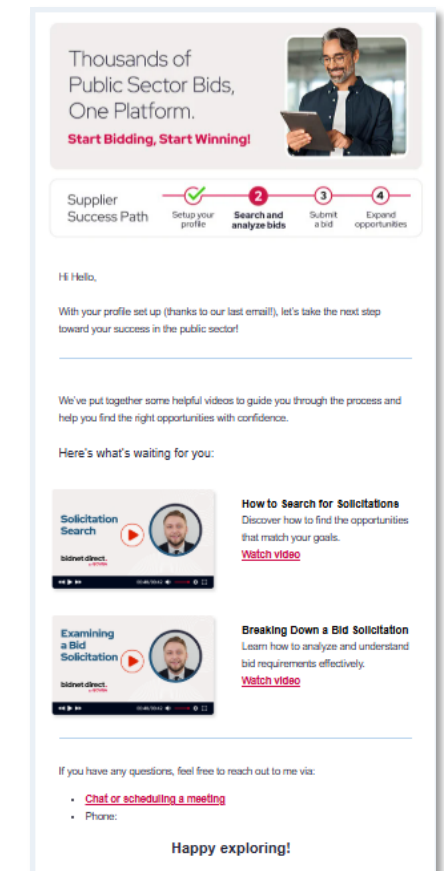
Knowledge base



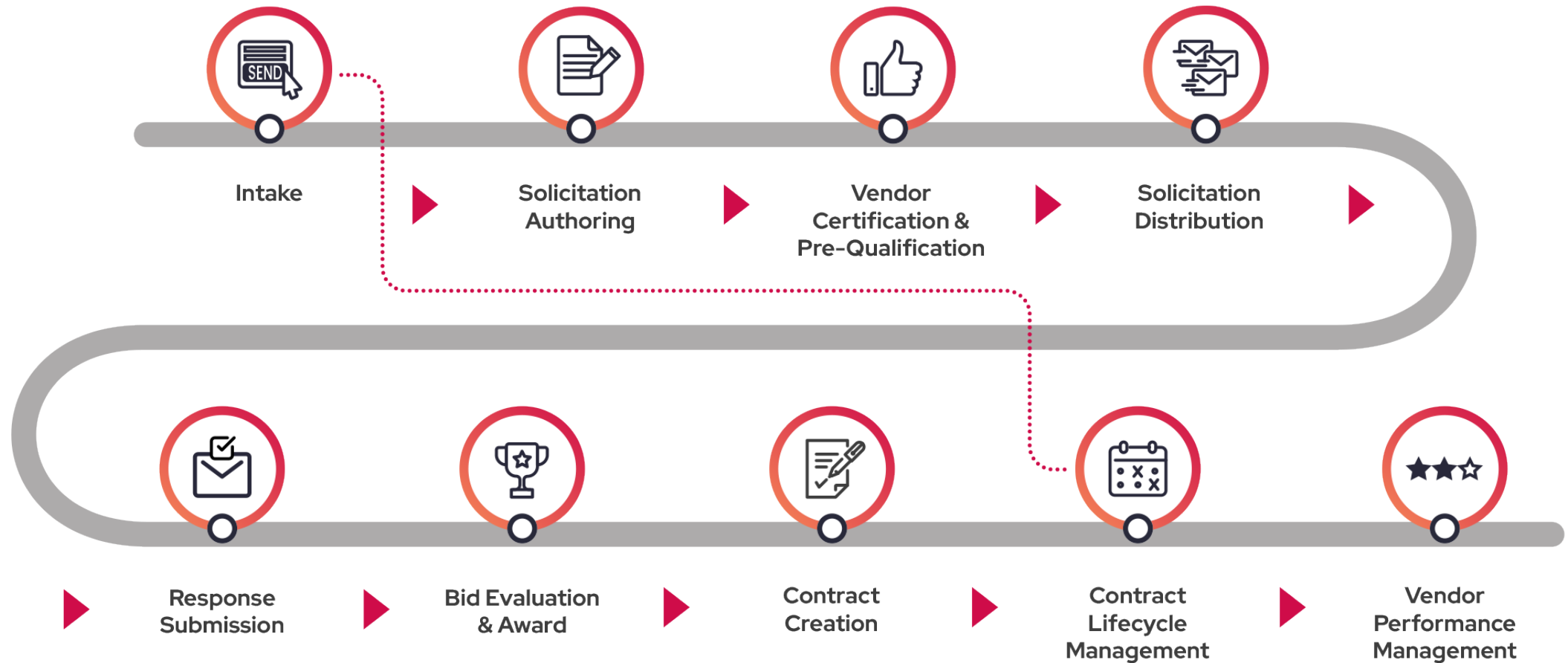
AI Chatbot



Onboarding Email Workflow



Source-to-Contract Workflow



LOOKING AHEAD

Strategic Goals for the Next 12 Months

- Strategic sourcing initiatives
- Updated Standard Operating Procedures
- Expanded vendor outreach
- Increased supplier diversity
- Performance dashboards
- Continuous process improvement
- Achieving best value procurements
- Enhanced customer service

THANK YOU

