

End of Year Update on the NBU Developer and Vendor Process Improvement Project

Process Improvement
ePMO

- September 22, 2026



NBU Plan to Enhance Developer and Vendor Processes

- Welcome and Purpose
- Data Discovery (Revisit Top 10 List)
- Implemented Improvements
- Survey Update - (National Institute of Government Procurement (NIGP))
- Staff Training Update
- Update on Developer and Vendor Engagement
- Next Steps and Timeline

Mission

Strengthening our community by providing resilient essential services



Vision

Be a trusted community partner dedicated to excellence in service



Core Values

Safety, Team, Integrity, Culture, and Stewardship

Welcome and Purpose

Mission

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Vision

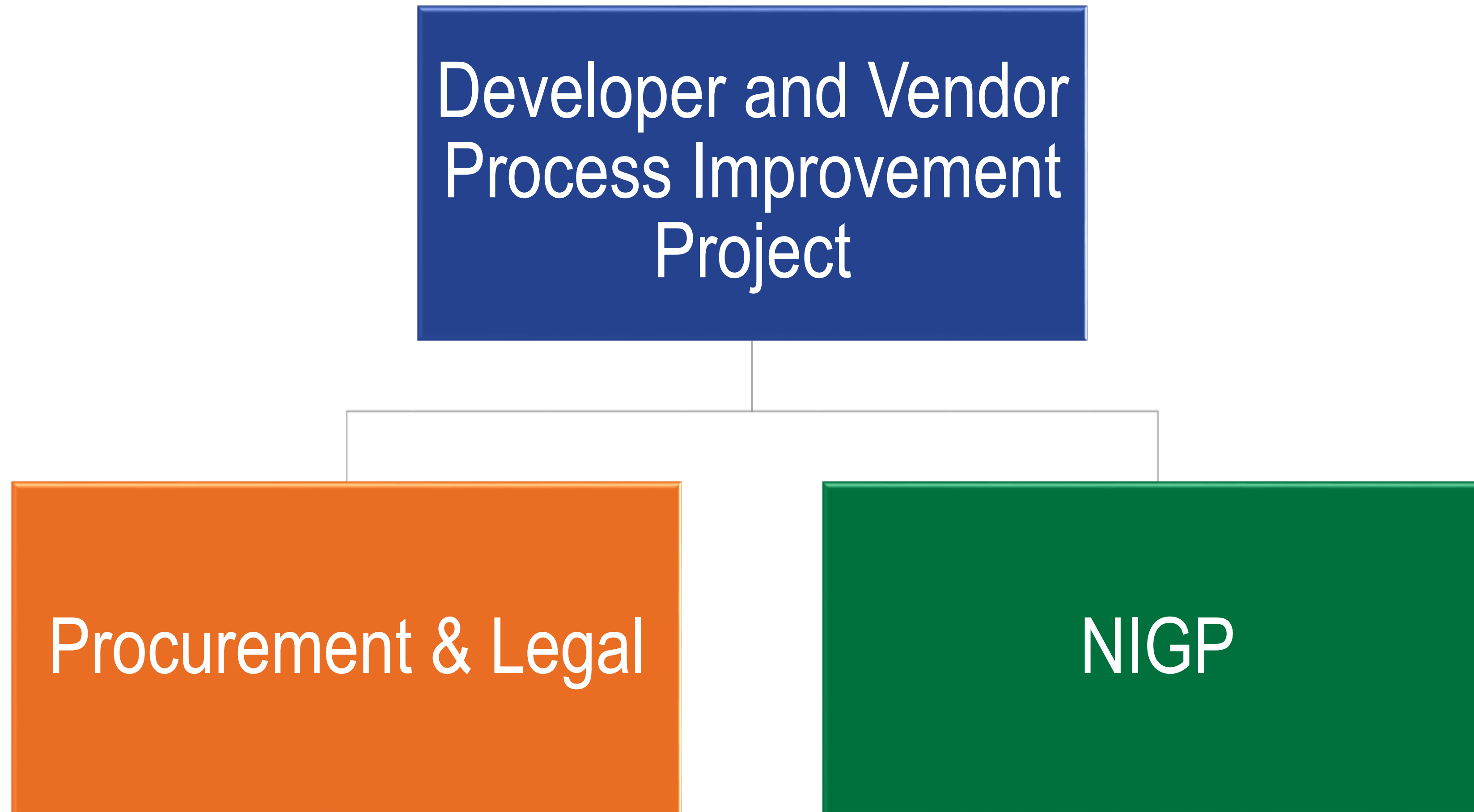
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Welcome and Purpose



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Data Discovery (Revisit Top 10 List)

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Top 10 List

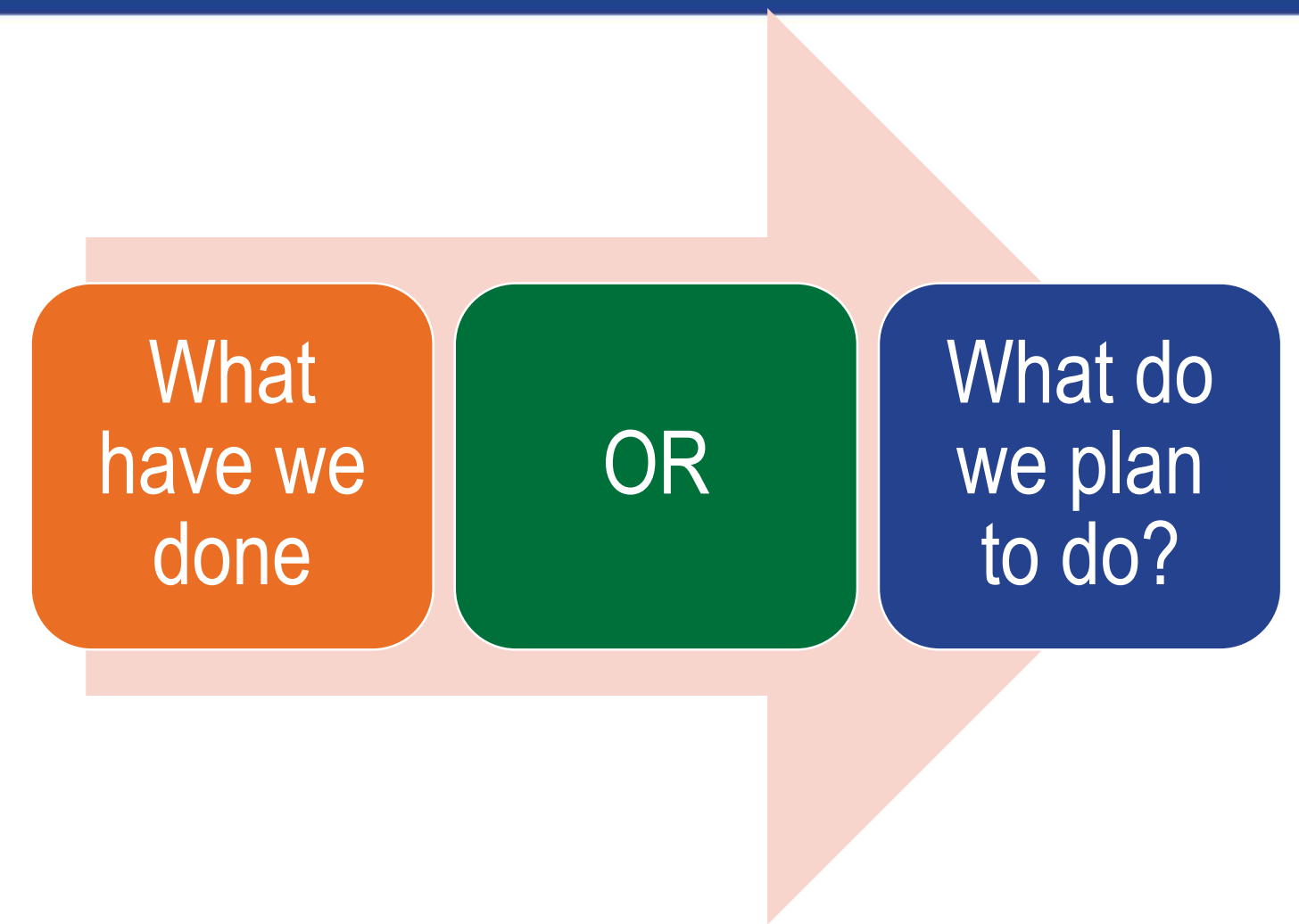
10. Notification of Award ☒

9. Evaluation Duration ☒

8. Solicitation Rework ☒

7. Solicitation View - Only Activity ☒

6. Vendor Satisfaction ☒



Top 10 List (continued)

5. Vendor Variety Data ☒

4. Pre-Bid Meeting Attendance ☒

3. Amendment Frequency - **monitoring**

2. Contract Amendment Cycle - **monitoring**

1. Contract Lifecycle - **monitoring**

What
have we
done

OR

What do
we plan
to do?

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Implemented Improvements

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Implemented Improvements

1. OpenGov - Go Live by November 30, 2025 
2. DocuSign - Go Live by November 30, 2025 
3. Implementation of new legislative threshold of \$100,000 
(effective 09/01/2025)
4. Vendor Notifications - Notifying vendors of ranking 

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Implemented Improvements

- 5. Updated Requisition Process 
- 6. Purchasing to approve certain contracts without template deviations 
- 7. Scheduling Event conducted on November 10, 2025 
FY2026 & FY2027 Budget + Capacity Planning for Procurement

Implemented Improvements

8. Procurement Types and Timelines (quick reference) 

9. Implemented weekly purchasing scheduling meetings with end users 

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Implemented Improvements

10. Automated Scheduling of New Requests – **monitoring**

11. Updating Purchasing Policy – 

12. Automating Legal Templates – 

Implemented Improvements

- 13. Moved the Real Estate Services Department from the Director of Legal to the Director of Engineering - 
- 14. Amendments sent directly to Legal Department – 
- 15. Director level of leadership added for oversight - 

Implemented Improvements

16. Amendment Training 

17. Procurement Evaluation Training 

18. NIGP Vendor Survey 

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Implemented Improvements

19. Purchasing Policy Changes approved by the Board of Trustees 

20. Training of the Purchasing team on automated legal templates 

NIGP

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Survey Update

Surveyed: 501

Response Period: March 18 – April 15, 2026

Survey Questions: 15 Multiple Choice and four (4) open-ended

Responses: 59

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Survey Update

Themes

1. Timeliness

2. Communication

3. Re-evaluate scoring criteria

Docusign - Go Live by November 30, 2025 ☒

Amendments sent directly to Legal Department – ☒

Vendor Notifications - Notifying vendors of ranking ☒



Staff Training Update (External + Internal Offering)

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Staff Training Update

New Horizons Project Management Fundamentals Training

- March 2, 2026 and March 3, 2026 
- March 4, 2026 and March 5, 2026 

Internal Amendment Training

- March 31, 2026 – Water Engineering, Electric Engineering, Electric Operations, and Water Operations. 

Procurement Evaluation Training

- April 1, 2026 

Internal Scope Focused Training

- Being developed by Learning & Engagement & PMO – FY2027 timeframe

Developer and Vendor Engagement

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Developer and Vendor Engagement

Meeting Agenda



1. Welcome and objective
 - a) Goals of the meeting
 - i. Share feedback on working relationship and joint processes
 - ii. Strengthen working relationship
2. Successes
 - a) What should we keep doing?
3. Continuous improvement
 - a) Address any recurring pain points
4. Open discussion (*if needed*)
5. Action items and next steps

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Developer and Vendor Engagement



FY2026

FY2027



Developer and Vendor
Process Improvement
Project

Developer and
Vendor Engagement
Project

Procurement &
Legal

PMO

NIGP

Continue Developer
Engagement
Meetings

Address improvement
opportunities from
Developer Engagement
Meetings

Other

Monitoring Progress

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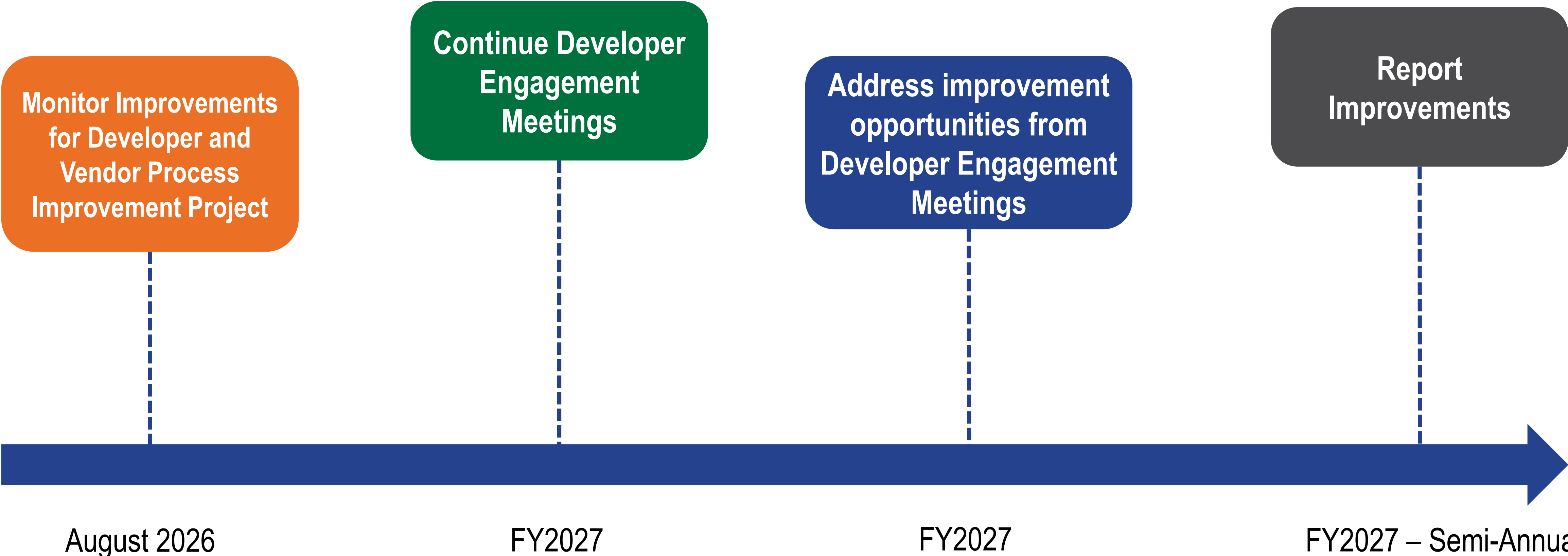
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Next Steps and Timeline



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