

A long-exposure photograph of a city street at night, showing light trails from cars in various colors (white, red, green, blue) against a dark blue background. The street is illuminated by streetlights, and a sign on the right side of the road reads "PREPARE TO STOP".

# Engineering Consultants Section (ECS)

## **Development/Operations Partnering Meeting**

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Director**



# Our Vision

*“Raising the Standard”*

**For Effective Management  
of Engineering Consultant Services**

# Priorities

***“Raising the Standard”***

- People
- Processes
- Performance

# People

## Staff

### *Our Most Valuable Assets*

- Staff Retreats/Team Building
- 20% increase in Staff (5); 2 vacancies
- Reorganization of Section

# People

## Staff *Our Most Valuable Assets*

- Staff Training Plan/Recognition
- Developed Staff Business Process Manual
- Developed Communications Plan
- Office Space Renovation

# People

## **Project Managers** *Our Valued Internal Customers*

- Developed PM Procedures Manual
- Implemented PM Workshops
- Bi-Monthly or Quarterly Branch Meetings
- Developed New Intranet Site –  
Forms/FAQ/Contract Search Feature

# People

## **Project Managers** *Our Valued Internal Customers*

- Hands-on Training & Support
- Increased Communications
- Improved Customer Service

# People

## **Consultants** *Our Valued External Customers*

- **DBE/SBE Training & Conferences**
- **Revised Selection Criteria**
- **Contract Document Revisions**
- **Consultant Evaluation Program**
- **Consultant Business Process Manual**

# People

## Consultants *Our Valued External Customers*

- Involvement on Process Improvement Teams
- Improved Website
- Developed New ECS Brochure
- Updated Pre-Qualification Process
- ACEC Liaison
- Customer Survey

# Processes

## Focus

- Resolved Internal Audit Follow-up Issues
- Revised Operational Rules & Procedures
- Develop Manual and Electronic Business Process Handbooks
- Benchmarking with Other State DOTs

# Processes

## Electronic Contract Management System (eCMS)

- Electronic Documents Submittal
- Online SOQ Consultant Selection
- Fillable Online Forms
- E-Templates
- E-Approvals and Signatures
- Email Notifications/Reminders

# Processes

## Electronic Contract Management System (eCMS)

- E-Contracts Files with Documentation
- Document Storage
- Online Consultant Evaluation
- Contract and Management Reports
- Accurate Budget/Expense Data
- Customer/Stakeholder Access

# Processes

## ECS Process Improvement Teams

- Policies & Procedures
- Contract Paper Filing System
- Staff Development & Training
- eCMS & Web

# Processes

## Cross-Functional Teams

- eCMS Project Management Team
- Audit & Analysis
- Cost-Negotiation
- Consultant Evaluation
- Consultant Selection
- Post-Design
- Peer Review

# Performance

## Focus

- Strategic Plan
- Processing Timelines
- Tracking Systems
- Expedite the Contract Process
- Standardization of Processes

# Performance

## Results

- **Decreased Overall Contract Execution Timeframe by Average of 25%**
- **Improved Contract Selection Timeframe from 36% to 81%**
- **Reduce Contract Negotiation Timeframe by 45% for Project Specific Contracts**
- **Reduce Contract Negotiation Timeframe by 5% for On-Call Contracts**

# Performance

## Results

- **Reduced Contract Modifications Processing Time by 6%**
- **Improved Processing of Payment Invoices by 5%**
- **60% of Active Contracts Entered into eCMS**



# Challenges/Opportunities

- Staffing Levels
- Contract Closeout - Audit issues
- Transition to Automation

# QUESTIONS & ANSWERS

