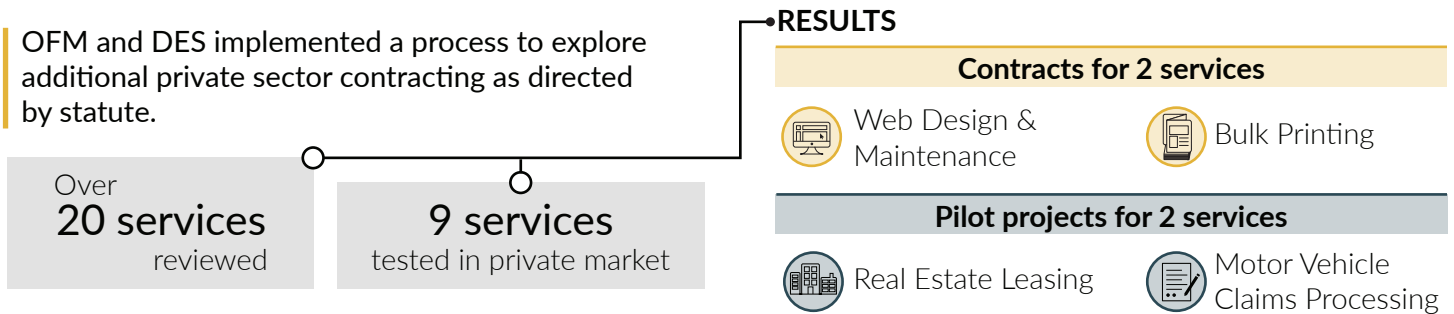


JLARC Study: DES/OFM Approach to Assessing Contracting Options

Why this study: The 2011 Legislature established a process for the Department of Enterprise Services (DES) and the Office of Financial Management (OFM) to explore additional private contracts for providing DES services. It directed JLARC staff to study the implementation of this process and report on costs or savings to the state.



For the remaining five services: One service is under OFM review. The other four did not lead to new contracts – Two had lower state costs, one was subject to legislative change, and one received no bids.

It is unclear if the additional contracts saved money or improved service performance



Web Design & Maintenance Contracts

Design or maintain state agency websites

Cost: While state estimates appear lower than private contracts, estimates may not reflect full scope of work.

Performance: DES developed performance measures but did not monitor whether state agencies collected data.



Bulk Printing Contracts

Print large volumes of envelopes, brochures, and other materials

Cost: Data is insufficient for comparing private sector and DES services.

Performance: DES does not track bulk print performance separately from other contract work.

DES should improve its process of comparing state costs and performance to certain private sector contracts

Pilot projects are underway through 2019 to explore contracting for two services. A portion of the services will be performed by DES and a portion by private contractors. OFM will assess whether the vendors are more cost effective and efficient than DES in providing these services.



Real Estate Leasing

Negotiate building leases for state agency office space



Motor Vehicles Claims Processing

Process and settle vehicle claims against state

Legislative Auditor recommends:

DES should collect and retain evidence of vendor and DES cost and performance data associated with the pilot projects and any additional contracts entered through this statutory process.

The complete report is on the JLARC web site.

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