



EMPOWERING MARION FOR SUCCESS II

Procurement Services

FY 25/26 – 3rd Quarter Accomplishments (April-June)

Organizational Experience

1. Communication

a. Improve Internal Communications

- i. Develop and launch targeted “gap-based” training content based on department feedback and recurring Procurement process questions to improve clarity and reduce errors.
- ii. Schedule and deliver Euna Procurement (Bonfire) training sessions tailored to departmental needs to support consistent system use and adoption.

b. Improve External Communications

- i. 2026 Reverse Trade Show was a success because 20 agencies participated. Information sessions on “How to Do Business with the State of Florida” and “How to Do Business with the Federal Government”. There were 228 vendors registered for this event.
- ii. Updated the Procurement webpage to improve functionality, usability, and overall appeal. Enhancing visual design elements to better inform and engage citizens.
- iii. Building and strengthening the Vendor Engagement & Partnership Summit to promote collaboration, improve communication, and support stronger relationships with vendors and participating agencies. A new agency has joined the group- America’s Small Business Development Center (SBDC) who has a satellite office in the CEP Incubator Power Plant.



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FY 25/26 – 4th Quarter Goals (July-September)

Organizational Experience

1. Customer Experience - Customer Service
 - a. Improve Internal Communications
 - i. Improved customer service by implementing intentional feedback and communication tools. This included creating and distributing internal and external customer satisfaction surveys for both departments and vendors to better understand needs, identify gaps, and strengthen service delivery.
 - b. Improve External Communications
 - i. Revamping Vendor Academy I and II to ensure that the vendor community is well-informed, consistent, and that the overall program is more effective.
 - ii. Continue to expand the Vendor Engagement and Partnership Summit with interested municipalities within Marion County. This initiative aims to strengthen vendor relationships, enhance interagency collaboration, and exchange best practices.
 - iii. Working on the 3rd Annual “Meet the Departments”. This event will have a new feature such as adding a “How to Do Business with Marion County”. As well as a panel discussion on Utilities.
 - iv. We aim to strengthen relationships and develop new partnerships with various agencies to further grow the reverse trade show and enhance the value we offer to Marion County’s Vendor Community.