



EMPOWERING MARION FOR SUCCESS II

Procurement Services

FY 25/26 – 2nd Quarter Accomplishments (January-March)

Organizational Experience

1. Employee Experience – Work Environment
 - a. Develop Electronic and Digital Process
 - i. Improved how work gets done across departments. This includes creating and scheduling Euna Procurement (Bonfire) training sessions that are tailored to each department’s specific needs to support better understanding, consistent use, and stronger overall adoption.
2. 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. Maintain ongoing communication with various agencies and municipalities regarding participation in the 2026 Reverse Trade Show to encourage collaboration and maximize engagement.
 - ii. Complete Vendor Academy I and II sessions for the first half of the year to strengthen vendor knowledge, consistency, and overall program effectiveness.
 - iii. Launch and facilitate a Vendor Engagement and Partnership Summit with interested municipalities within Marion County. This initiative focuses on strengthening vendor relationships, improving interagency collaboration, and sharing best practices. The inaugural meeting was successful, and participants agreed to continue monthly 30-minute sessions to maintain momentum and communication.
 - iv. Worked in collaboration with Public Relations to update the Procurement webpage, making it more user-friendly, accessible, and engaging for vendors, departments, and the public.



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

Organizational Experience

1. Communication

a. Improve Internal Communications

- i. Expand the use of Vector Solutions by increasing department participation in Procurement-related training courses, ensuring consistent completion tracking and certification across user groups.
- ii. Develop and launch targeted “gap-based” training content based on department feedback and recurring Procurement process questions to improve clarity and reduce errors.
- iii. Continue scheduling and delivering Euna Procurement (Bonfire) training sessions tailored to departmental needs to support consistent system use and adoption.

b. Improve External Communications

- i. Maintain ongoing engagement with agencies outside Marion County to encourage broader participation in the 2026 Reverse Trade Show scheduled for June 17, 2026.
- ii. Update the Procurement webpage to improve functionality, usability, and overall appeal. This includes developing “How-To” videos and enhancing visual design elements to better inform and engage citizens.
- iii. Continue building and strengthening the Vendor Engagement & Partnership Summit to promote collaboration, improve communication, and support stronger relationships with vendors and participating agencies.