

Re-engineered Contract Management Solution Improves Performance

WATI automates the Contract Management workflow from the RFP process, through contract issuance, performance monitoring, invoice generation, invoice approval and payment for WDACS.

Contract management is the core activity for delivering services by WDACS. The department wanted to make significant improvements to this critical business process through the effective use of technology.

SOLUTION

- Business Process Re-engineering
- COTS Solution with Payment and Reporting Integration

FEATURES



End-to-End **CONTRACT MANAGEMENT** Solution



Management Reports using **COGNOS** Reports



PAYMENT INTERFACE to the County ECAPS Financial System



DASHBOARD for Agencies' Performance Tracking

LA County Department of Workforce Development, Aging & Community Services

Los Angeles, CA

wdacs.lacounty.gov

CHALLENGES

- Lack of Performance Tracking
- Too much time and effort into Coordination
- Lack of Streamlined Processes

The Challenge

The mission of Workforce Development, Aging and Community Services (WDACS) is to connect communities and improve the lives of all generations in Los Angeles County. WDACS delivers much of its services to the community through contract agencies. Contract management is at the core activity for delivering services by WDACS. The effectiveness of coordinated efforts between WDACS and these agencies is a prime determinant of the department's goal attainment. WDACS is desirous of making significant improvements to the critical business process through effective use of technology. The Department needed an experienced vendor for implementing the overall solution.

Services

WATI was chosen through a competitive bidding process as part of the Master Service Agreement. WATI team conducted business analysis sessions with the WDACS Contracts Management and Financial Management sections to thoroughly document the workflow from sourcing to service procurement to vendor payment.

WATI team documented contract components for the various programs at WDACS and identified the variables and standard clauses to be electronically assembled. WATI provided the specifications for data flow, to and from the WDACS data warehouse, facilitating the management of agency performance requirements. WATI provided WDACS management with recommendations for contract management software options between development and integration of a COTS solution. WATI established the project tasks to implement the chosen software solution. The team automated the workflow from the RFP process, through contract issuance, performance monitoring, invoice generation, invoice approval and payment. In the process WATI developed a payment interface to the County ECAPS Financial System and utilized Cognos tools to deploy management reports related to contract status and agency performance. WATI produced detailed contracts management system and workflow documentation including technical specifications on all system interfaces. WATI provided training to CSS staff on system management and maintenance.

Results

WDACS benefited from a significant performance improvement in their coordination efforts with the contracting agencies through the new improved system there by improving the overall service quality to its netizens.