

PCG Human Resources

Procurement Process Consultant Proposals: References	Date of Contact	Person Spoken To	Can you describe the project or work that [Vendor] completed for you? Please describe the level of detail [Vendor] provided in completing its work/project.	How responsive was [Vendor] to your requests during the project?	Was [Vendor] accessible and available to you throughout the term of the project/work?	Were you satisfied with the work performed?	Did you encounter any problems with [Vendor]?	Did you have any contract or billing issues with [Vendor]?	Would you recommend [Vendor] to other entities for similar work?
PCG Human Resources									
City of Detroit, Office of Contracting and Procurement Mr. Boysie Jackson (313) 701-3433 jacksonbo@detroitmi.gov	8/24/17: Emailed to set up phone call 8/28/17: Sent follow up email to set up phone call 08/30/17: Mr. Jackson called in to speak with BLR	Boysie Jackson	PCG Human Resources was referred to Mr. Jackson in 2014 by the CFO of the DC Change Board. PCG developed standard operating procedures, helped them to have a better handle on contracts and e-procurement. They also set up training and webinars	Very Responsive. Good customer service.	Yes - weekly meetings, so you are not blindsided. The weeks that PCG was not in the office, they were available by phone.	Yes. PCG understands procurement processes. They also understand budget processes and they make great presentations. They have a good work ethic and they knew when to push and when to back off.	No.	No. PCG did not beat them up about money and their rates were better than everyone else.	Yes. City of Detroit won the Procurement Organization Award in 2015 because of PCG's hard work.
Detroit Land Bank Authority Ms. Yolanda M. Gaines (313) 989-4607 ygaines@detroitlandbank.org	8/24/17: Emailed to set up phone call 8/24/17: Received response back and set call up for 8/28/17 8/28/17: Phone Call	Yolanda Gaines	Ms. Gaines worked with PCG Human Resources when she worked for the City of Detroit. PCG worked with them to implement a new procurement process and to set up E-procurement training with the staff.	Very Responsive. Follow up meetings every Friday and then PCG would email her on Monday recapping the discussion on Friday. PCG did everything that was asked of them.	Absolutely - Ms. Gaines was given their mobile number and they would respond even if they were at conferences.	Absolutely - worked with them on a 3 year project.	No.	No. PCG provided accurate invoices.	Absolutely - if they can help the City of Detroit, they can help anyone.
North Carolina Dept. of Health and Human Services Division of Social Services David Locklear (919) 257-6311 david.locklear@dhhs.nc.gov	8/24/17: Emailed to set up phone call 8/28/17: Sent follow up email to set up phone call, received response back and set call for 8/29/17 8/29/17: Phone Call	David Locklear	North Carolina was one of 6 states to implement a work support strategy and PCG was their partner and provided technical assistance for 3 years. They were an integral part of initiating work support strategy initiatives. Helped with policy development and business process reengineering. They were the go between for the department and the funder.	Very Responsive then and even now. They took on the heavy lifting for the project.	Yes - extremely accessible. Mr. Locklear had their personal mobile numbers.	Yes - great relationship with PCG.	No.	None that he is aware of.	Yes - definitely.

Ikaso Consulting, LLC

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Ikaso Consulting, LLC									
Tennessee Dept. of General Services, Central Procurement Office Mr. Mike Perry (615) 741-3625 mike.perry@tn.gov	8/24/17: Emailed to set up call 8/24/17: Received response back from his assistant, set call up for 8/29/17 8/29/17: Phone Call	Mike Perry	In 2010, the State of Tennessee passed major legislation rewriting their procurement process. Ikaso Consulting was brought in to help them implement and build a procurement organization from scratch. They studied TN State Procurement and compared to best practices in other states. Mr. Perry said Ikaso was big on accountability and transparency and their niche is public sector procurement.	Very responsive.	Yes. Ikaso was in the office 2 to 3 days at a time every couple of weeks and they also conducted weekly phone conferences.	Yes. Ikaso was good at transferring knowledge and training the state's staff. They were hands on with their procurement support. They are IT savvy. They also trained the state staff in negotiation skills.	No. Great folks and very honest.	No - there were well defined deliverables with a price attached.	Yes. Collaboration is the key. Procurement reform isn't a trip, it's a journey.
Indiana Department of Administration Ms. Jessica Robertson (317) 234-3185 jrobertson@idoa.in.gov	8/24/17: Emailed to set up call, received response and set call for 8/31/17 8/31/17: Received email that she was not available and changed call for 9/1/17 9/1/17: Phone Call	Jessica Robertson	In Indiana, Ikaso did a policy review. They looked at best practices and would look at an RFP if it was something new or they just needed someone else to look at it and get their opinion. Ms. Robertson also worked with Ikaso when she was in Tennessee and Tennessee rewrote their procurement laws and processes.	They were responsive and proactive.	Yes. Ikaso did whatever they could to help.	Yes. Ikaso helped them to get organized. Good partner.	No.	No. Conformed to what the state needed.	Yes.
South Carolina State Fiscal Accountability Authority Ms. Stacy Adams (843) 909-0758 sadams@mms.sc.gov	8/24/17: Emailed to set up call 8/28/17: Sent follow up email to set up call 8/30/17: Received response that she could speak with BLR in 30 minutes. 8/30/17: Phone Call	Stacy Adams	Ikaso worked with the state of South Carolina for over a year on a multi-phase RFP. The first phase was an analysis of their procurement system, the second phase was a spend analysis, and the third phase was the training and development phase and how to execute it.	Very responsive. Ikaso listened to all of their concerns.	Yes- absolutely.	Yes - positive experience.	No.	No.	Yes - strong knowledge base and they learned South Carolina laws.

Public Works, LLC

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Public Works, LLC									
Alaska Department of Education & Early Development Dr. Michael Johnson (907) 419-4572 michael.johnson2@alaska.gov	8/24/17: Emailed to set up call 8/28/17: Sent follow up email to his secretary, set up call for 8/31/17 8/31/17: Phone Call	Dr. Michael Johnson	Public Works did a performance review of the Department of Education. They worked with the staff and stakeholders to get the information they needed for their report. They worked on the report in 2014-2015 and the final report was submitted in 2016.	Dr. Johnson wasn't the with the Department of Education during the review. He was a stakeholder, he became the commissioner in 2016. He said they were responsive to him as a stakeholder.	Dr. Johnson felt like Public Works was responsive to their concerns and did not let arguments sway them. He stated that they were fair and just with weighing comments.	Yes, the report that was compiled has been very helpful to him since he recently took this position. He said they also have a good understanding of best practices.	No. Legislators liked them and provided them with useful information.	None that he knew of.	Yes. He will use them again if the opportunity arises.
Travis County Commissioners Court, TX Honorable Sarah Eckhardt (512) 854-9555 sarah.eckhardt@traviscountytx.gov	8/24/17: Sent email to set up call; 8/28/17: Sent follow up email; received response that they are in Texas and they are dealing with the Hurricane. They are sorry they are not able to speak with us.	Sarah Eckhardt and her chief of staff, Peter Einhorn							
Senate Commission on Government Performance & Economic Development (Puerto Rico) Mr. Arnoldo Cruz (787) 920-9633 aacruzpr@gmail.com	8/30/17: Phone Call	Arnoldo Cruz	Public Works was contracted to perform cost reduction initiatives and identify any issues in budget legislation. They also helped to consolidate their procurement processes.	Public Works showed up right away and did things quickly on a short timeframe of 10 weeks.	Yes, Public Works would set up meetings with the department heads and had working sessions going through the budget numbers.	Yes, very fast. Public Works had good initiatives to reduce the budget. Their analysis was good and they have good procurement advisors. They have government experience.	No. Public Works met their timelines.	No.	Yes.

CSP Management, LLC

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CSP Management, LLC									
Steve Martin Resources Management Mr. Steve Martin (501) 593-6908 samartin10868@gmail.com	8/24/17: Emailed; 8/28/17: Sent Follow up email - No response								
Security for Provision Mr. Bobby Hooks (501) 749-9300 bobby@securitywithprovision.com	8/24/17: Sent email to set up call 8/28/17: Phone Call	Bobby Hooks	CSP Management helped him to set up a company and assist him with receiving federal contracts. They did not assist him with any type of purchasing or procurement issues.	Very timely.	Yes, even after hours.	Very Satisfied.	No.	No.	Yes - good experience. He will use them again.
Shearbilt Enterprises, Inc. Mr. Scott Blackshear (501) 617-5354 scottb@shearbiltenterprises.com	8/24/17: sent email to set up call 8/29/17: Phone Call	Scott Blackshear	Mr. Blackshear works with Van Porter at CSP. When CSP has a government job and needs the use of heavy equipment, he contacts Mr. Blackshear. Mr. Blackshear has only been working with CSP for a month.	Very.	Yes.	Yes.	No.	Mr. Blackshear as of this time has not been hired for any jobs. He knows of others who have worked with CSP and they have had no issues.	Yes.

Civic Initiatives, LLC

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Civic Initiatives, LLC									
State of Missouri, Office of Administration Ms. Karen Boeger (573) 751-1699 karen.boeger@oa.mo.gov	8/24/17: Sent email to set up call, received response back and set up for 8/28/17 8/28/17: Phone Call	Karen Boeger	In January 2013 – State of Missouri was trying to figure out the world of e-procurement. Ms. Boeger's director met Dustin with Civic Initiatives at a conference and what Dustin said was in line with what they were wanting to do. They wanted to improve operations and implement e-procurement procedures. They also helped them with a few other initiatives such as writing a procurement manual with better templates and better defined process for agencies. They also did a GAP Analysis to see where they should be at according to best practices. They also helped with a contract management guide with a vendor report of usage and tracking procurements.	Very Responsive	Yes - gets a response within 24 hours.	Yes.	No, most consultants understand consulting but not government but Civic Initiatives comes from state government work and they understand the nuances of government. Civic Initiatives is very savvy with the executive level from a strategy standpoint.	No. Dustin with Civic Initiatives was starting to get overwhelmed with trying to send out invoices, so he hired a 3rd party billing company.	Absolutely – In spite of them being busy working with several other entities, she feels as if they give her plenty of time.
State of Ohio, State Procurement Office Ms. Kelly Sanders (614) 512-1080 kelly.sanders@das.ohio.gov	8/24/17: Sent email to set up call 8/28/17: Sent follow up email, received call from her assistant to set up for 8/31/17 8/31/17: Phone Call	Kelly Sanders	Civic Initiatives has been working with them for over 2 years. They came on board before Kelly Sanders took the position as Chief Procurement Officer. They started working with IT. They were onsite working on advising on RFP template and how to change and streamline it. They also helped refresh the Procurement Handbook and build a strategic plan. Most recently, they have been helping them to build a Next Gen E-procurement system.	Responsive. Wonderful working with them. They anticipated her needs.	Regular updates and always available for conference calls or any immediate needs.	Yes.	No.	No.	Yes.
Arkansas Department of Finance and Administration Mr. Edward Armstrong (501) 324-9316 edward.armstrong@dfa.arkansas.gov	8/24/17: Sent email to set up call, received response back and set call for 8/28/17 8/28/17: Phone Call	Edward Armstrong	Civic Initiatives is a subcontractor for CAI – helped with requirements for e-procurement, study of how to do e-procurement, business processes, legal processes and technical processes. They helped draft RFP. Dustin with Civic Initiatives has experience in state government because he worked as an advisor for Gov. Rick Perry in Texas.	Yes.	Yes - Dustin was always available.	Yes overall. They do not have a local presence and that has caused a slowdown because they are also trying to coordinate with DHS.	No.	No.	Yes – they have experience with implementing ERP's in different states.

Hogan Taylor, LLP

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Hogan Taylor, LLP									
Advanced Tissue Mr. Mike Cole (501) 673-0111 Mcole@advtis.com	8/24/17: Sent email to set up call, received response back and set call for 8/30/17 8/30/17: Phone Call	Mike Cole	Mr. Cole worked with Hogan Taylor for 3 years and they helped them in 3 areas: annual 5500 report (report regarding 401K), IT Assessment – Reviewed internal controls and checked security of system, and control audits – audited all of their cycles including payroll and purchasing.	Very Responsive. Started discussing things immediately	Absolutely, even after hours. Very Approachable.	Yes – they have good technical knowledge and general experience. They take the approach that it isn't cookie cutter, they customize their approach. Very detailed. Very useful information.	No	No	Highly - Knowledge base and recommendations that they made are spot on.
Mainstream Technologies, Inc. Mr. John Burgess (501) 801-6704 Johnny.Burgess@mainstream-tech.com	8/24/17: Sent email to set up call 8/27/17: Received response and call was set for 8/28/17 8/28/17: Phone Call	John Burgess	Hogan Taylor worked on multiple project with Mr. Burgess. They have been doing their annual audits since 2013. In 2010-2011, they consulted on policies and procedures to complete SOC1 (internal control over financial reporting). Hogan Taylor has been doing maintenance for them since that time, they will look at the industry requirements and make any necessary adjustments.	Awesomely responsive.	Cody and his team were always available.	Always satisfied, worked with them well.	No	No	Yes - absolutely. Mr. Burgess is not familiar with any of their work in procurement.
Washington County, Arkansas Mr. Joseph K. Wood (479) 444-1700 joseph.wood@co.washington.ar.us	8/24/17: Sent email to set up call 8/28/17: Sent follow up email to set up call 8/31/17: Phone Call	Joseph Wood	March 2017 - Hogan Taylor did an assessment of the IT division. Worked with the IT department to understand their roles.	Very - came to meetings even at night and attended quorum court to see the processes.	Yes	Yes - Very pleased	No	No	Yes.

K.L. Scott Associates, LLC

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K.L. Scott & Associates, LLC									
City of Roswell Mr. Roger House (404) 849-0664 rahouse@axiom-corp.com	8/24/17: sent email to set up call 8/24/17: scheduled call through email for August 31, 2017 at 11:00 a.m. CST. 8/31/17: Had call set up with him and when we called to speak to him he did not answer. Left message, no return call back to BLR								
North Dakota Dept. of Public Instruction Mr. Robert Christman (701) 328-1240 rchristman@nd.gov	8/24/17: sent email to set up call, received email back and set up call. 8/29/17: Phone Call	Bob Christman	K.L. Scott and Associates helped with their business process model. They interviewed their staff on how to promote efficiency and effectiveness. The project ran from October 2016 to April 2017.	Very much so. They were the lowest bid in response to an RFP. They were cost effective and work effective. They have wonderful experiences in education.	Yes - very good communicators. Mr. Christman had lots of interaction with two of K.L. Scott's staff members.	Yes - very well outlined deliverables. Bi-monthly meetings and they would address any questions or concerns.	No - completed under set time line.	No.	Yes and they have recommended them. They are continuing to use the plans that K.L. Scott started with them.
State of Maryland, Department of Assessments and Taxation Ms. Kate Holmes (410) 767-1249 kate.holmes1@maryland.gov	8/24/17: sent email to set up call. 8/28/17: sent follow up email to set up call. No response either time.								

Calyptus Consulting Group, Inc.

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Calyptus Consulting Group, Inc.									
Office of Oversight, Federal Transit Authority Mr. Jim Muir (202) 366-2507 jim.muir@dot.gov	8/24/17: emailed to set up call 8/28/17: sent follow up email to set up call 8/28/17: Mr. Muir called in to speak with us.	Jim Muir	Federal Transit Authority has been working with Calyptus for 20 years. Calyptus serves as a procurement system review contractor. Calyptus has worked with them on Federal Oversight Review and a Procurement System Review to ensure they are following procurement rules.	Always responsive	Great Service	Very satisfied. FTA gave them tough assignments such as ensuring the purchasing was completed properly during the rebuilding of the transit system in Manhattan after 9/11.	No.	No. Calyptus was fair and reasonably priced.	Yes. They are continuing to do work for FTA.
North County Transit District Ms. Lori Winfree (760) 966-6532 lwinfree@nctd.org	8/24/17: emailed to set up call, received email back from Ms. Winfree and set the call up for 8/29/17. 8/29/17: Phone Call	Lori Winfree	In 2014, the North County Transit District wanted to do an FTA mock procurement review. Hired Calyptus to help with this. Wanted to know how to make things better. Helped with training and e-training regarding contract administration and cost analysis. They reviewed all system wide elements.	More than responsive – Really helped them to come out of the dark ages.	Yes- staff was good to work with and they went above and beyond.	Yes - Met or exceeded expectations.	No.	No. Always within budget. Went above contractual requirements at no cost.	Yes.
DOAS State Purchasing Division (Georgia) Ms. Dana Harris (404) 657-4322 dana.harris@doas.ga.gov	8/24/17: emailed to set up call. 8/28/17: sent follow up email to set up call, received email back and scheduled call for 8/28/17 8/28/17: Phone Call	Dana Harris	Calyptus consulted on state purchasing, helped with a pilot program to offer procurement support assistance and they also helped to get a different perspective without a lot of controversy on some difficult issues such as herbicides and commissary for state prisons.	Extremely. They had to get versed in Georgia procurement law because they were not familiar with it and Dana Harris was the state employee that helped them with that.	Yes, Very engaged with several of their employees via cell phone or in person. They would manage the meetings for them.	Yes – one of the challenges was briefing them on Georgia policy and law but they took direction well and adjusted.	No, they also signed a confidentiality agreement with no fuss. Overly accommodating. Did not make excuses	No	Yes