

Tap Into Business

Service Delivery & Continuous Improvement

Using vendor feedback to improve the experience of doing business with WSSC Water

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Sustained & Transformative Change – Procurement Focus



The Workforce & Workplace

Partner with the General Manager's Office of Performance and Accountability to embed the ADKAR change management model Commission-wide.



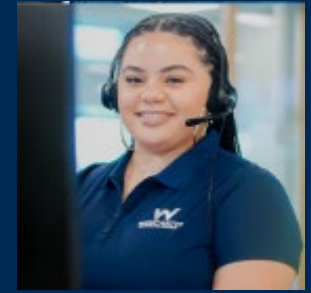
The Infrastructure

Support the FY2026 Capital Improvement Program with \$715.5M in approved contracts, including Phase 1 of the Sustainable Sewer Solutions Program.



Technology & Innovation

Complete OpenGov implementation and enhance internal spend-analytics dashboards to improve contract visibility and decision-making.



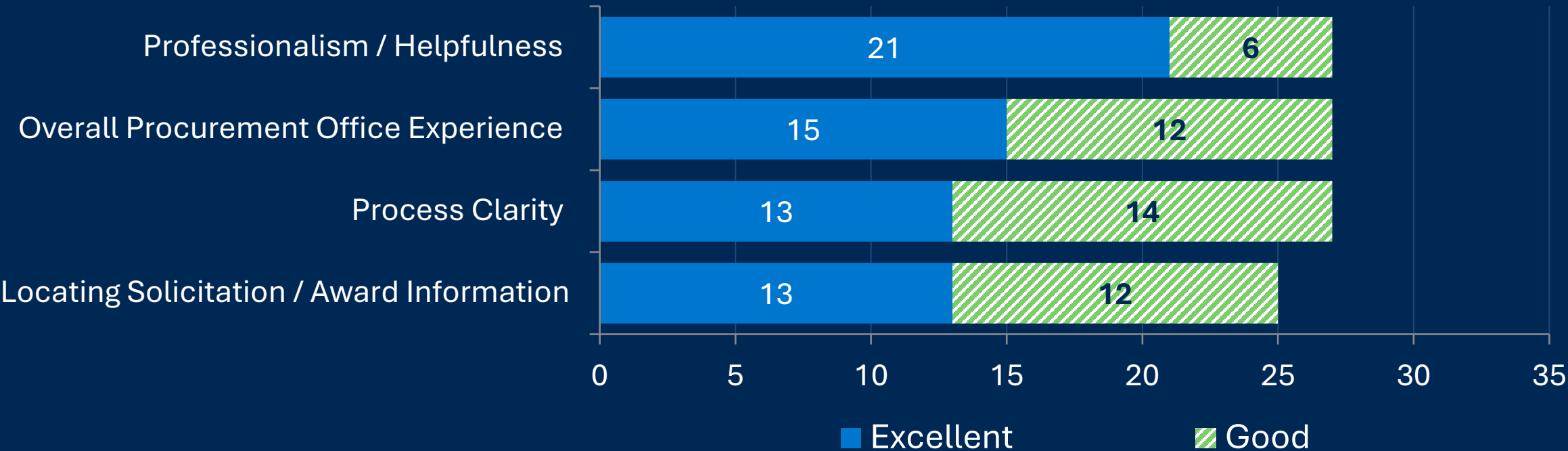
The Service

Host Tap Into Business events, attend regional economic development events, and hold regular customer feedback sessions.

Survey Results

What Vendors Told Us Was Working

When we asked vendors what's working in the solicitation and contracting process, our people topped the list, followed by the experience, process clarity, and ability to locate and access information.



Note: counts reflect the 34 vendor responses to the January 2026 survey, not the full registered vendor population.

Listening Means Also Acting On Gaps

The survey helped turn vendor comments into targeted service-delivery priorities.



Service delivery focus: *Every interaction should help vendors understand what to do, where to go, and how to compete.*

OpenGov Is Part Of The Service Model

Vendors are using OpenGov to register, search for opportunities, download documents, get notifications, and submit bids.

OpenGov Feature Usage (Responses)



2

Rated overall OpenGov experience as "excellent" or "good" among survey responses.

0

Rated OpenGov registration as difficult or very difficult.

What we are reinforcing

- Training that helps vendors register, search, and respond
- Clearer communications on notifications and updates
- Ongoing refinement as users provide feedback

Expanding Access Through Action

Procurement is pairing service-delivery improvements with measurable supplier growth and continued vendor engagement.

400

**New Suppliers
Registered**

Strengthening the
supplier base and
broadening awareness
of WSSC Water
opportunities

50

**New Suppliers
Awarded Contracts**

Translating access
into participation and
contract opportunities

15

**Vendor Outreach
Meetings Hosted**

Creating direct forums
for questions,
guidance, and
connection

20

**External Vendor
Engagements
Attended**

Meeting vendors
where they are and
expanding
Procurement visibility

Service delivery is both a metric and a commitment: listen, improve, and stay engaged.

Next Steps

What Can Vendors Expect From Us?

As Procurement evolves, our focus is on service delivery that helps vendors participate with confidence.



Clearer Communication

More consistent
updates and easier-
to-follow next steps



Accessible Opportunities

Continued focus on
helping vendors
better understand
opportunities



Practical Support

Training, guidance,
and direct
engagement to
improve vendor
readiness



Ongoing Feedback

More feedback
touch points so
improvements
continue

We are listening. We are improving. We are committed to making it easier to do business with WSSC Water.