

DMS

difference

Nothing Can Stop Us Now!

By Katelynn Ogle

Get out those celebration hats and banners! Our divisions of real estate, retirement, state group insurance, state purchasing, specialized services, administration and telecommunications identified huge savings by renegotiating contracts. That also helped us accomplish one of our 2009 priorities, *demonstrating customer value*. Their work found more than \$400 million in savings (\$239 million for fiscal year 09/10 and \$172 million for fiscal year 08/09).

The savings comes from avoiding costs the state would have had without the renegotiation.

"Identifying cost savings shows our customers we are demonstrating value and want to be their business partner. We are still finding ways to save money for our customers every day and we aren't slowing down," says **Debra Forbess**, Administration. "After all, DMS is here to provide *smarter, better, faster services* to all our customers. We want them to receive great service at the lowest possible cost so they have one less thing to worry about and can stay focused on their core missions."

To accomplish this task, we assembled a team that identified renewable contracts as

opportunities for cost savings. **Tony Garcia**, Departmental Purchasing, **Spencer Kraemer**, State Group Insurance, and **Tim Horkan**, Office of the General Counsel, led the team of nearly 30 DMS employees. They evaluated contracts and met with division directors and senior leadership about negotiation strategies. All their teamwork and effort helped us identify that \$400 million.

"The divisions deserve all the credit for capturing these savings, because they did all the hard work," says Tony. "**Tim Horkan** was instrumental in negotiating the MyFloridaMarketPlace renewal."

The team asked **John Sparks**, Print Shop, to find a way to save money on the mail processing services contract. John evaluated information and costs in the old contract, and developed a new contract that cut costs by more than \$86,000 that the vendor accepted.

John admits it was a tough job at times but he, "got through it, and it was well worth the effort."

We all feel a sense of accomplishment when we reach our goals, the big ones and the small ones, the easy ones and the challenging ones. Everything each of us does at DMS toward



L-R, **Tim Horkan**, Office of the General Counsel; **Tony Garcia**, Departmental Purchasing; and **Spencer Kraemer**, State Group Insurance led a team of nearly 30 DMS employees to identify more than \$400 million in cost avoidance through renegotiated contracts.

The cost savings of \$400 million over two fiscal years was a combined effort of many individuals from different divisions throughout DMS, in addition to the three team leaders*. **The cost savings would not have been possible without these people:**

Departmental Purchasing
Lori Anderson
Christina Espinosa
Anthony Garcia*
Suzanne Woodcock

Office of the General Counsel
Tim Horkan*

Real Estate Development & Management
Tom Burgess
Dan Eberhart
Jim Zumbrunn

Retirement
John Dickson
Garry Green
Brill Holley
Carl Plyler

Specialized Services
Fleet Management
Martha Balboni
JD Solie

State Group Insurance
Spencer Kraemer*
Michelle Robleto

State Purchasing
Chuck Beall
David Bennett
Walt Bikowitz
Charles Day
Mark Foss
Abbe Justus
Mark Lovell
Lori Potts
Fran Shewan

Telecommunications
Mohammad Amirzadeh
Mike Kyvik
Greg Prescott
John Starling
Jonathan Yeaton

From the Secretary

I love it when I find a way to save money in my home budget. Doesn't that feel good? Maybe it's a coupon at the grocery store, or using less energy so the utility bill is lower. However we do it, there is a real sense of satisfaction knowing we saved a little cash.

Can you imagine what saving nearly half a billion dollars must feel like? Yes, I said billion with a 'B'! If saving a buck feels good, saving millions must feel awesome!

Thanks to so many on our team, we did just that with renegotiated contracts throughout our agency. Our divisions of real estate, retirement, state group insurance, state purchasing, specialized services, administration and telecommunications saved our customers more than \$400 million over two fiscal years by renegotiating contracts (read all the details in this month's feature article).

Obviously that helps our budget, and it helps increase our customers' satisfaction, which is one of our 2009 priorities. It demonstrates that we actively pursue our service mission of providing smarter, better, faster services. The dollar amount gives folks a clear measure of our success toward that service mission, and helps make this result real for us and for our customers.

Congratulations to every one of you who helped make this a reality! Keep looking for ways to increase our customers' satisfaction and to do what we do, even better.

Thanks for all you do,




Secretary South had a terrific time lobster diving the first weekend in October ... and enjoyed a delicious dinner that Sunday evening!

DMS Wants To Know

Q: Are there extra steps I can take to minimize germs in my workspace?

A: Keeping your hands clean is an important first step. Wash them frequently and use hand sanitizer between washings. Use Clorox wipes or other disinfecting wipes to clean your work area. They are often on sale at discount stores, and wiping down your area daily helps keep the germs away. Remember to throw them in your wastebasket after you use them. Avoid spray disinfectants, like Lysol®, because they may irritate others around you, for example, someone with asthma.

Florida State Employees Charitable Campaign

If you haven't already, you will soon receive your 2009 Florida State Employees Charitable Campaign (FSECC) pledge forms. Our main event this year is a lawn sale, Wed., Oct. 28. We want employees to donate their unwanted treasures from home to sell at the lawn sale. All proceeds go to the FSECC (items other than clothing are greatly appreciated). Give your items to your division's FSECC coordinator.

Division Coordinators

Office of the Secretary and Administration – Brandi Tanton
 Real Estate Development and Management – Betty McGovern
 Retirement – Sharon Thursby
 State Group Insurance – Laura Cutchen
 Telecommunications – Judy Hasner
 Specialized Services – Nicole Walker
 Human Resource Management – Rick Pugh
 State Purchasing – Jennifer Prime
 Office of Supplier Diversity – Denise Wright and Janice Reed
 The Southwood Shared Resource Center
 – Purnima Arora and Susan Raymond
 Public Employees Relation Commission – Mary Ann Burns
 Florida Commission on Human Relations
 – Dana Parker and Rockal Archie
 Governor's Commission on Disability – Stacia Woolverton

Upcoming Events

Lawn Sale/Book Sale/Ice Cream Sale – Wed., Oct. 28

5K Run/Walk – Thurs., Nov. 5

Golf Tournament – Thurs., Nov. 19

Help us make this year's campaign a success! Thanks to our DMS coordinators, Angela Pereira and LaQuanta Rosier.

Department of Management Services

SERVICE MOTTO

We Serve Those Who Serve Florida

SERVICE VISION

Engaged Employees; Satisfied Customers

SERVICE MISSION

Providing Smarter, Better, Faster Services

OUR SERVICE PROMISE

To Serve with **CLASS**

Communicate Concerns Immediately

Listen, Learn and Grow together

Act with Integrity and Honor

Strive for Greatness

Serve with a Servant's Heart

2009 PRIORITIES

- 1 Increase Customer Satisfaction
- 2 Engage Employees
- 3 Demonstrate Customer Value

Meet

Anthony “Tony” Garcia Departmental Purchasing Director

Thanks to **Pam Donaldson**, Office of the Secretary, for writing this month’s profile. She says, “Every once in a while you just need to step outside your comfort zone, and Tony made this very easy for me...he is not always serious, as I found out. And of course I just had to know a couple extra facts about Tony.” Check the photo caption for that extra ‘intel’ from Pam.

Just what does the Purchasing Director do?

Well, it’s kind of hard to sum up in a few sentences. I oversee the purchasing activities of the department (except construction purchases – the Real Estate division handles those). Some days it seems like I go from one meeting to another. Other days, I stay hunkered over the keyboard.

What takes up most of your time each day?

I spend most of my time answering questions from divisions regarding purchasing matters.

What is the best thing about your job?

My job is *always* interesting, and sometimes entertaining.

Where are you from originally and how did you land at DMS?

I was born in Miami but have spent more time living in the Tampa Bay area and Tallahassee. Before arriving at DMS I worked at several state agencies, and during that time, found I really enjoyed working on contracting issues. After a bit of research (and reading a few headlines) I discovered that DMS is a hub of contracting activity.

What motto/phrase/advice do you try to live by?

I like the “row, row, row your boat” poem/song. I remember my daughter singing it on the way to school when she was younger.

What is a unique or startling fact about you that people may not know?

I used to weigh about 250 pounds and lost about 90 pounds in two months. To learn more send \$19.95 to...

What’s the last book you read?

1776 by David McCullough. Audio book—that counts as reading nowadays, right?



Tony Garcia, Departmental Purchasing Director, told Pam Donaldson his favorite comfort food is cheese grits, and that his one sibling is an older brother.

Microsoft Outlook Etiquette

Most of us use Outlook for e-mail and some of its other tools, like Calendar, Contacts and maybe Tasks. All Outlook features help improve efficiency, especially when we use them in the best way.

Calendar

- Use it to schedule meetings and appointments.
- When you add something to your Calendar, note if you will be Busy or Out of Office. That color-codes your Calendar, helps when others schedule meetings that include you.
- If you add others' schedules to your Calendar, such as an employee who will be on leave or at training, mark it as Free so it does not look like you are unavailable.
- You can Invite Attendees to Calendar events. The invite feature results in sending an e-mail.
- When you receive a Calendar invite, always open the item, rather than just accepting or declining it. The sender can include a note and attachments in the Calendar invite that you may need for the meeting.
- Use the Calendar for meetings and appointments; use Tasks to assign specific work (see below).

Tasks

- Use the Tasks tool to keep track of your to-do items.
- Use Assign Task to create and assign a new task to someone else, e.g., a task someone on your team needs to complete every month.
- You can make tasks Recurring and include reminders.
- You can check the status of the assignment and get notice when complete.
- Use Tasks instead of Calendar to assign work to keep the other individual's calendar open.

We have free learning opportunities through Microsoft e-learning. Check the [Learning and Development site](#) on The Workplace for opportunities to grow your skills in using Outlook (and more!).

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achieving our goals is important, and team work like this helps us accomplish them.

Debra says, "As DMS employees, we must lead from where we are. We have a priority to increase customer satisfaction that won't happen without everyone's help."

What we do is important and necessary. Our services are crucial in the lives of Florida citizens because we help other agencies complete their core missions, whether that is educating children, taking care of the elderly, the safety of the state, or helping minority businesses find customers.

Every interaction we have with customers is our chance to provide service that compels them to do business with us. Looking for solutions and ways to be more efficient and cost-effective, shows our customers that we value them and want the best solution for them.



Recipe of the Month Double Streusel Coffee Cake

Heat oven to 375 degrees. Spray nine-inch cake pan with cooking spray. In a small bowl, mix Bisquick and brown sugar, cut in butter until crumbly, and set aside.

In medium bowl, stir coffee cake ingredients until blended. Spread about half of the mixture in the bottom of the cake pan and sprinkle about half of the streusel on top. Drop remaining batter over top of streusel and carefully spread. Top with remaining streusel.

Bake 20-24 minutes or until golden brown. Let stand 30 minutes before serving. Serve warm or cold.

For an added topping, mix together $\frac{3}{4}$ cup powdered sugar, one tablespoon milk or half-and-half, and one teaspoon vanilla extract. Pour over top of coffee cake, slice and serve.

Submitted by **Cindy Aaron**, Real Estate

We need your recipes for future issues of *DMS Difference 2.0!* Please send them to Communications@dms.MyFlorida.com.

Streusel

- 2/3 cup Bisquick
- 2/3 cup dark brown sugar
- 3 tablespoons butter or oleo

Coffee Cake

- 2 cups Bisquick
- 1/2 cup milk
- 2 tablespoons sugar
- 1 1/2 teaspoons vanilla extract
- One large egg

NEWSLETTER TEAM: Linda McDonald, Deputy Communications Director • Linda Ogle, Creative Director • Vangie Felix, Graphic Designer II • Katelynn Ogle, Graphic Designer • Charlotte Rakestraw, Graphics Design Apprentice

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