

STATE USE PROGRAM OVERVIEW & UPDATE

presented by

WorkQuest
OKLAHOMA



Today's Agenda

- Introduction
- State Use Program Structure
- Role of the Central Nonprofit Agency
- Procurement Process – Products & Services
- Customer Service Inquiries



Legislative initiative to provide meaningful employment opportunities that promote independence and self-sufficiency for individuals with disabilities, while meeting State procurement needs.



- **SB 1567**, *Rosino & Bush*
 - Program administration transferred to State Purchasing Director
 - Allows OMES to contract with third-party Central Nonprofit Agency
 - Approved products & services still mandatory for state agencies



74 Okl.St. Ann. § 3003.10

“Central nonprofit agency (CNA)” means a qualified 501(c)3 nonprofit entity meeting the qualifications in the Request for Procurement (RFP) issued by the Office of Management and Enterprise Services selected to administer and oversee the State Use Program



74 Okl.St. Ann. § 3006

The State Purchasing Director may contract with a central nonprofit agency to facilitate:

1. Management of the day-to-day operations of the program;
2. The facilitation, promotion, and the distribution of orders of the state for products or services on the procurement schedule among qualified nonprofit agencies for people with significant disabilities;
3. Scheduling and conducting annual training sessions;

CNA Responsibilities



4. Publishing the approved State Use Procurement Schedule;
5. Promotion of the State Use Program through development and distribution of program marketing material, promotion of program through continued contact with current and future customers; and
6. All other duties assigned by the RFP through the Office of Management and Enterprise Services.

CNA services are paid for by a 5% management fee assessed on all State Use products and services.

Getting to Know WorkQuest



- Private, non-profit corporation formed in 1978
- Headquarters in Austin, Texas
- Experience as Central Nonprofit Agency in Texas (1978) & New Mexico (2012)
- Contracted with OMES to be Central Nonprofit Agency of Oklahoma State Use Program



Tina Hicks, *Executive Director – Oklahoma*
tina.hicks@okstateuse.com
405.761.5008

Nicole Dansereau, *Marketing Manager*
nicole.dansereau@okstateuse.com

OMES Responsibilities



- Oversight of State Use Program
- Selects CNA
- Approval of products & services for procurement schedule
 - State Use Committee now in advisory role
- Solely responsible for adding and removing QNAs from Program
- Approval of Program Exceptions

Qualified Nonprofit Agencies



- State Use suppliers
- *From statute:*
 - a nonprofit agency employing persons with significant disabilities who constitute at least seventy-five percent (75%) of the direct labor hours engaged in direct production, manufacturing, processing and/or assembling of products or services offered by the agency for procurement by this state

What's New Beginning July 1, 2024

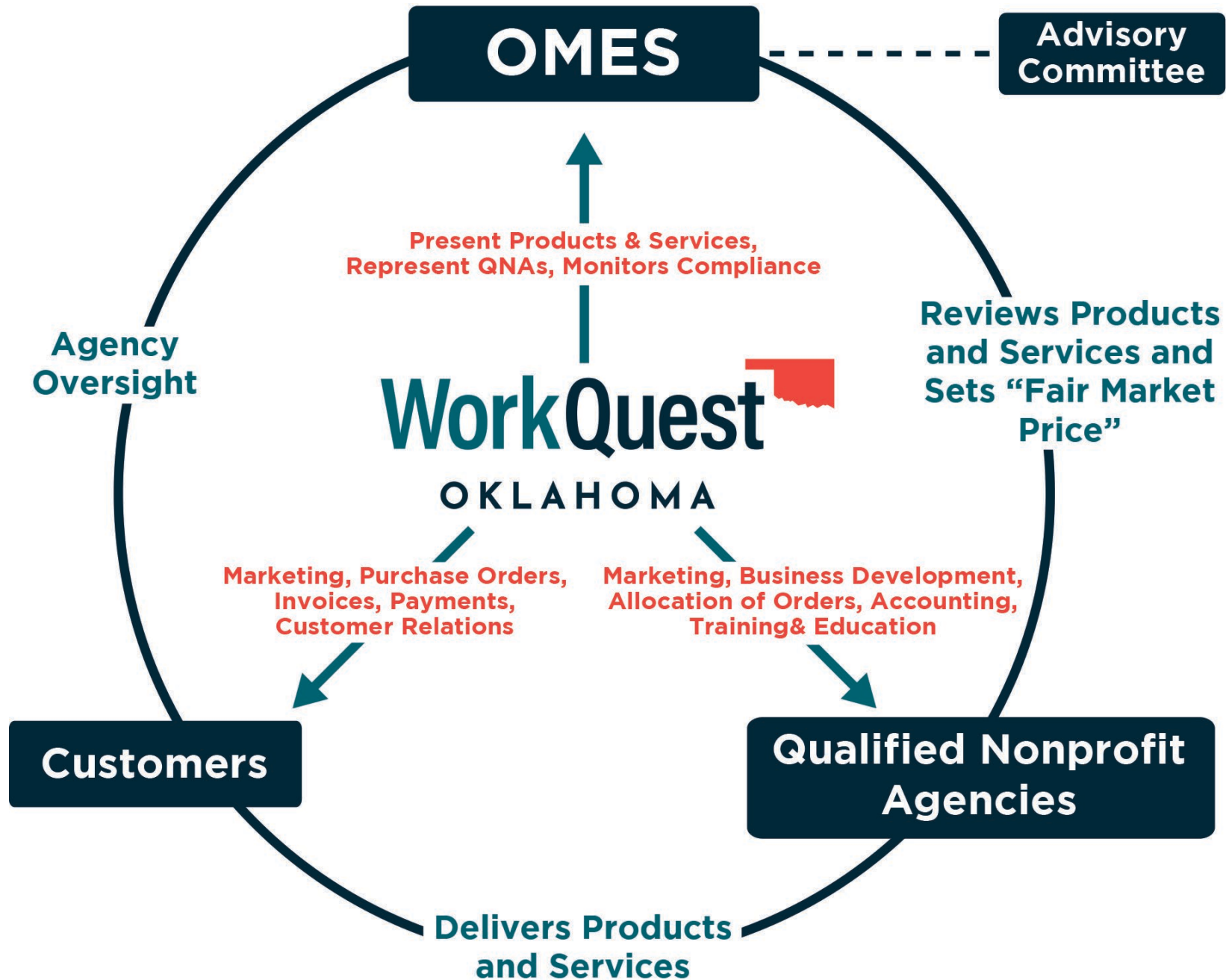


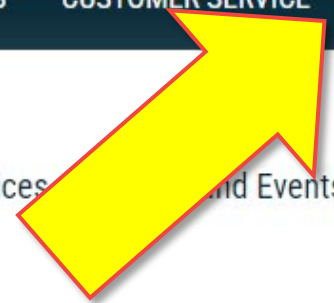
- All set aside products & services flow through WorkQuest OK
 - WorkQuest OK Peoplesoft Contract **#7387**
 - SW0001WQ-Products
 - SW0001WQ-Services
- Marketing Program Statewide
- Manage State Use Website & Online catalog – **okstateuse.com**
- Centralized Customer Service
- All invoices will come from WorkQuest OK

What's Not Changing



- Services performed and products produced by QNAs
- OMES approves all fair market prices
- Exception requests will be handled by OMES
 - Contact Ryan Gold - Ryan.Gold@omes.ok.gov
- Suitable to Procure items & services
 - Non-mandatory
 - Go through QNAs, not WorkQuest OK
 - Not on WorkQuest OK website





Empowering Oklahomans with Disabilities

Oklahoma State Use Program

Explore WorkQuest Oklahoma 

Shop

Showing 1-12 of 2049 results

Sort by popularity

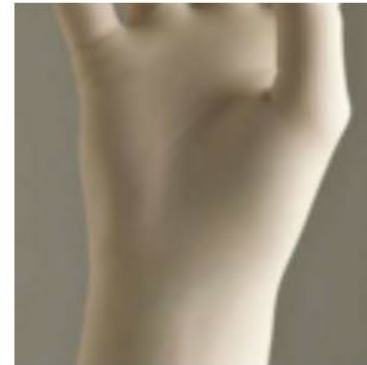
- SW001 Linens
- SW022 Printer Toner & Ink Supplies
- SW022 Pens, Markers
- SW916 Safety Apparel
- Custom
- SW022 Pencils, Correction Fluid
- SW772 Cutlery and Serving Trays
- SW015 Medical Supplies
- SW001 Trophies and Awards
- SW078 Personal Hygiene
- SW0320 Urinal Blocks/Screens
- SW001 Hand Sanitizer-Cleaner
- SW001 Delineators and Safety Signs
- SW801 Condoms
- SW104 Disposable Gloves
- SW001 Buffer Pads
- SW203 Incontinent Briefs
- SW001 Under Garments
- SW001 State Use Procurement Schedule
- SW001 Correctional Grade Laundry Chemicals
- SW0064 Tissue, Ppr Tls, Wipers
- SW910 Filters Air Conditioner and Heat
- SW001 Coffee and Tea Products
- SW001 Mops and Dust Mops, Brooms, Squeegee
- SW131 Condiments & Coffee Kits



New World Imports Pocket Comb, 5" length, Black, Sold by the dozen

ADD TO CART

Sku: 1000010425



Prestige Chloroprene Surgical Gloves, Sterile, White, Powder-Free, Size: 6, 100 pairs/case

ADD TO CART

Sku: 1000025122



VNR Series High Density Trash Bag Can Liner, Clear/Natural, 6N Gauge, 23" x 24", 7-10 Gallon, 1,000 liners/case

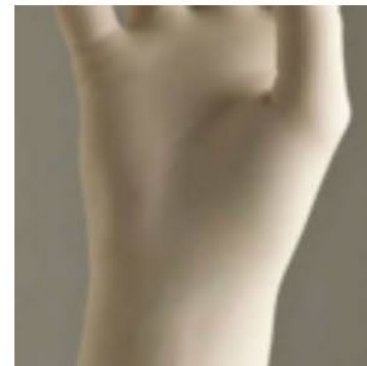
ADD TO CART

Sku: 1000030905



Onion Salt, 36 oz. container

ADD TO CART

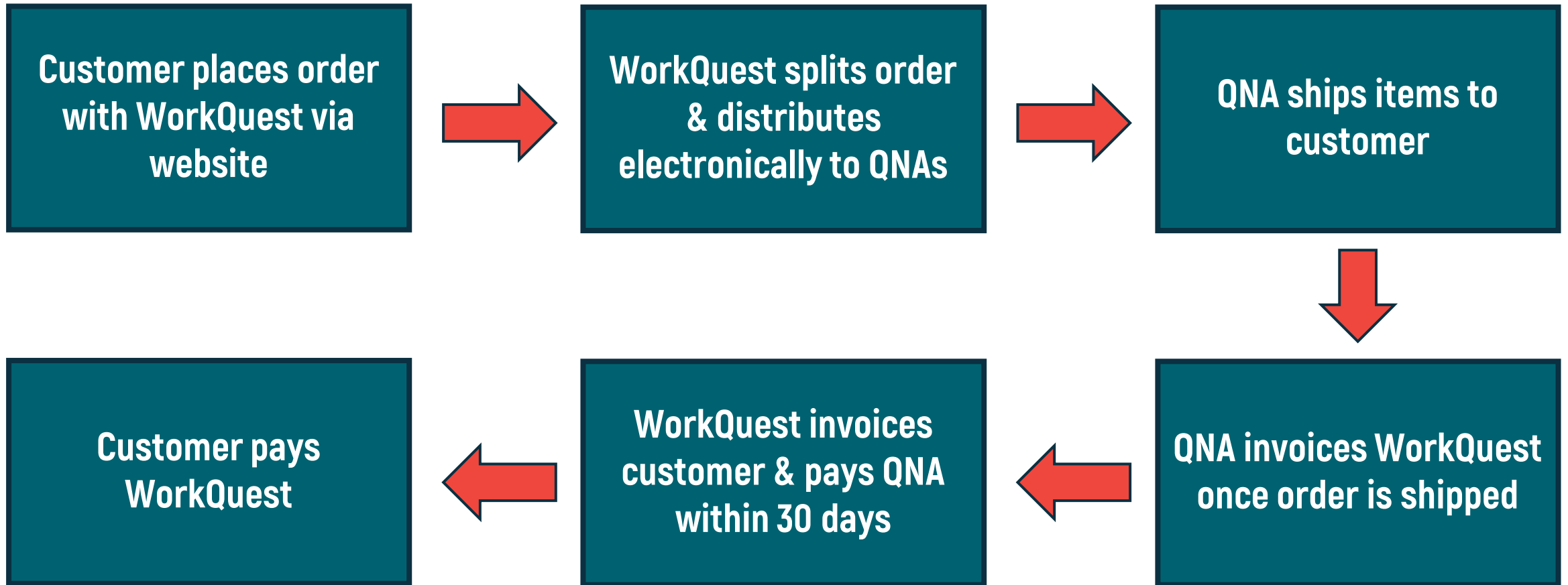


Prestige Chloroprene Surgical Gloves, Sterile, White, Powder-Free, Size: 7, 100 pairs/case



Zebra Jimmie Gel Pen, Stick pen, Medium point 0.7mm, Red Ink, Sold by the dozen

Product Order Process



User Registration for Website



- User roles for online catalog purchases
 - **Purchaser** – approval required to purchase
 - **Approver** – can approve/edit other user's purchases & make purchases
 - **Agency Admin** – can approve/edit, purchase, & view all agency orders
- **Registration spreadsheet will be emailed to all agency CPOs**
 - Must be returned to WorkQuest OK to be set up in system



- Customer training videos and PDFs available on website for detailed instruction
 - How to place an order on the website
 - How to place custom orders
 - How to approve orders for agency users



Empowering Oklahomans with Disabilities

Oklahoma State Use Program

Explore WorkQuest Oklahoma 



- All customer service flows through CNA
 - Quality/Delivery/Damage or Billing/Invoicing
 - Email, Phone, or Customer Service Portal
- Email: wqokcustomerservice@okstateuse.com
- Phone: 405.693.0655



Customer Service Portal

[Customer Service Inquiries](#)

[Freight Inquiries](#)

Customer Service Inquiries

Contact Name

Agency

Email

Phone

Product or Service ▾

Type of Inquiry ▾

Purchase Order Number (if applicable):

Inquiry

Submit

Freight Inquiries

Contact Name

Company

Email

Phone

Reference Number:

Shipping Address:

Location Has Loading Dock?:

Inside Delivery?:

Lift Gate Needed?:

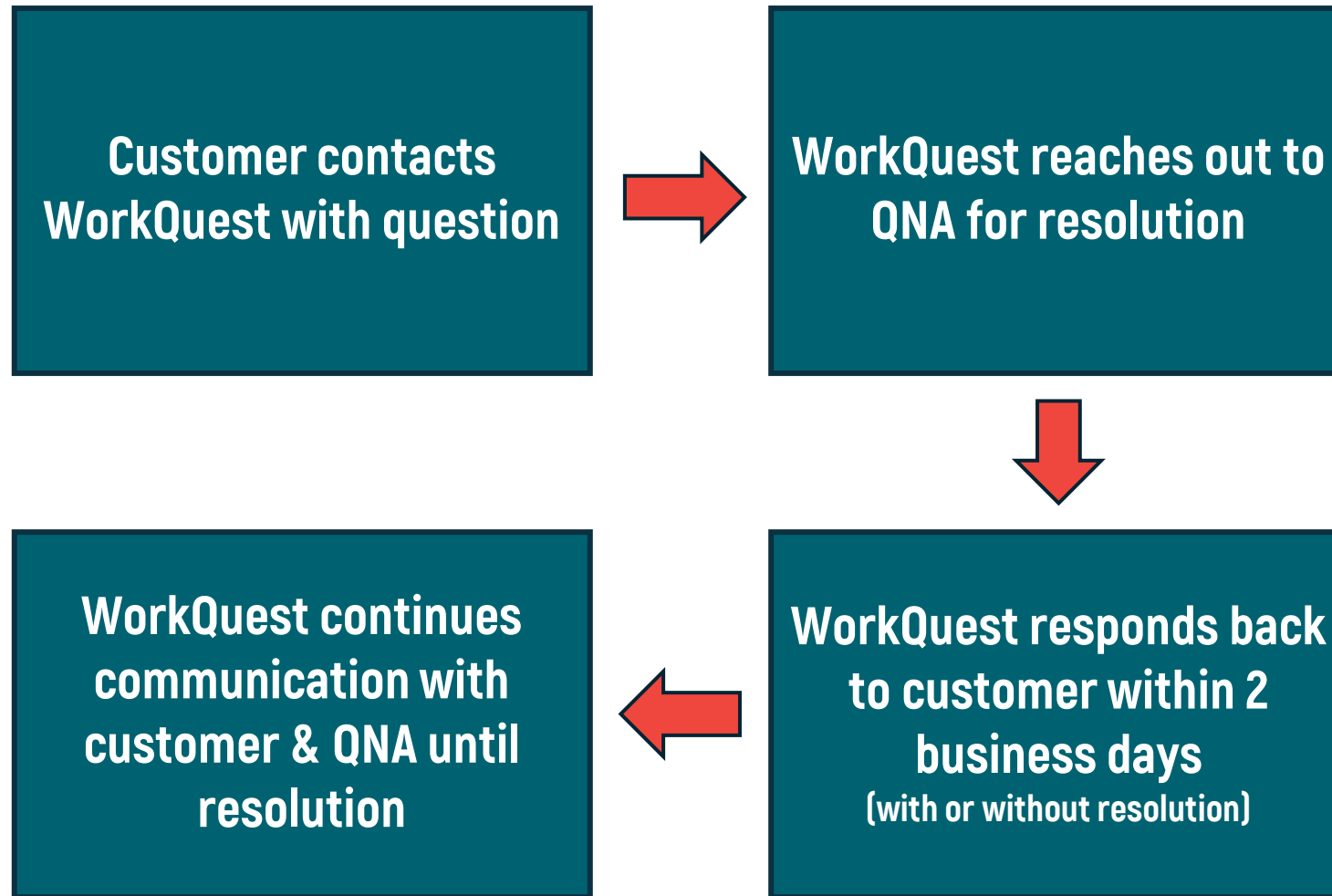
Special Instructions:

Product Commodity Code 1:

Product 1 Quantity:

Product Commodity Code 2:

Customer Service Process



Service Contracts



- Service contracts will flow through WorkQuest Oklahoma
 - This included temporary services
- Three-party contracts with CNA, QNA, & Customer
- Existing FY25 Peoplesoft POs
 - Reissue to WorkQuest OK using 7387, line 2
 - Include 5% management fee
 - Add WorkQuest to existing SOWs - responsible for contract accounting activities



- New Service Requests
 - New service opportunity identified
 - WorkQuest OK will reach out to the customer to gather additional information regarding the services required
 - WorkQuest OK and QNA work to develop of a SOW and pricing proposal
 - SOW/Proposal to State agency and negotiations if needed
 - Final SOW document signed by QNA, Agency, and WorkQuest OK



- New Service Requests (con't)
 - Agency creates a release PO using 7387 Line 2 & references and attaches SOW document
 - WorkQuest OK assists in contract management
 - As services are provided by QNA, they invoice WorkQuest OK
 - WorkQuest OK pays QNA and invoices Customer
 - Customer pays WorkQuest OK

Invoicing and Payment



- All invoices will be sent from WorkQuest Oklahoma
- Both POs and credit card payments will be accepted
 - Payment made after products received or services performed
- Invoicing includes 5% CNA management fee and 1% OMES levy

Recap



- Starting **July 1, 2024** all State Use items must be purchased through WorkQuest Oklahoma at okstateuse.com
- Service POs should be made out to WorkQuest Oklahoma and must include 5% management fee
 - WorkQuest must be added to SOWs as Central Nonprofit Agency
- CPOs will be sent a user spreadsheet to complete and return to WorkQuest Oklahoma for website access
- Customer service inquiries will go through WorkQuest Oklahoma
- Contact OMES for exception requests – ryan.gold@omes.ok.gov
- Additional training available on **okstateuse.com** or contact WorkQuest Oklahoma



Email Questions to **tina.hicks@okstateuse.com**

*Answers will be compiled, emailed to attendees, and
posted on the website*