

2025
TAP
into
BUSINESS



Turning Feedback Into Action: WSSC Water's Commitment to Vendor Success

January 23, 2025

Caprecia Poole-Williams, Chief Procurement Officer



WSSC WATER AT A GLANCE

 106 years of no drinking water quality violations, ever.



8th

Largest water utility in the United States



1.9M

Residents served



162 MGD

Water provided each day



1000 Sq. Miles

Size of WSSC Water's Service Area



1,700+

Members of Team H₂O deliver on our mission



\$114.9B

WSSC Water supports the economic output of Prince George's and Montgomery counties



\$1.8B

FY2025 Operating & Capital Budget



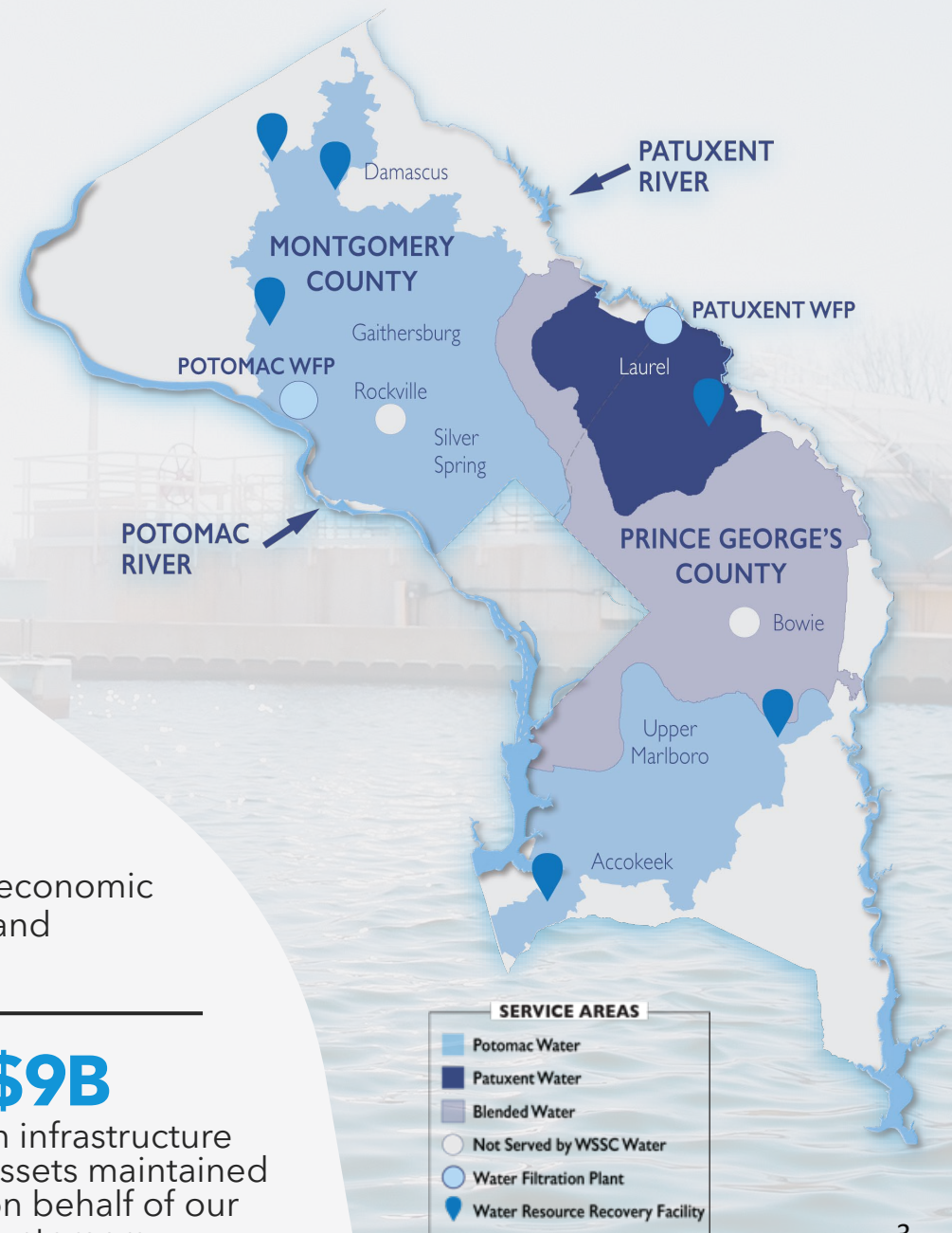
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers



Vendor Insights: 10 Feedback Categories



The June 2024 Tap Into Business event united WSSC Water and vendors for collaborative discussions, gathering insights to strengthen partnerships and drive change.

These conversations shaped actionable improvements, reaffirming our commitment to listening, learning, and growing meaningful partnerships.

Vendor Insights: 10 Feedback Categories

Vendor insights were grouped into 10 key themes:

1. Communication and Outreach
2. Contracting Process and Opportunities
3. Capacity Building and Mentorship
4. Subcontracting and Prime Relationships
5. Small and Diverse Business Support
6. Technology and Process Improvements
7. Innovation and New Products
8. Contract Types and Execution
9. Community Engagement
10. Lessons Learned and Continuous Improvement

What We've Completed: Tangible Progress

Here's how we've acted on your feedback:

1. Increased networking and outreach engagements.
2. Solicitation available with unrestricted access.
3. Increased email distribution to inform vendors of upcoming contracting opportunities.
4. Formalized discussions as part of the RFP process.
5. Participation of technical experts in debriefing meetings.
6. Regulations are in the process of being updated to provide more transparency into the procurement and contracting process.
7. Consideration of personal and commercial experience with company experience.

What We're Working On: Progress in Motion



The following are examples of initiatives that demonstrate our ongoing commitment:

1. Rising TIDE: Training on how to navigate the procurement process.
2. Emerging Prime: More prime contracting opportunities and capacity building for small businesses.
3. Mentorship Programs: Empowering smaller firms to thrive as primes.
4. Utilization of Vendor Feedback: Using feedback to launch programs such as Rising TIDE and Emerging Prime.
5. New Product Evaluation: Ensuring innovative products receive a formal assessment and consideration.
6. Piloting smaller bid packages: Making contracts accessible to more vendors.

What's Planned for the Future: Vision and Impact

We're committed to long-term improvements:

1. Industry specific outreach.
2. Increasing the number of surveys after work contract completion.
3. Information on technologies of interest to WSSC Water.
4. Enhancing the vendor portal for better functionality and visibility.
5. Formalizing Vendor Days to showcase innovations and networking.
6. Conducting post-event surveys to refine processes.

The future of WSSC vendor collaboration is brighter than ever.

Your Voice, Our Commitment

We are here because of you, our vendors. Your feedback is the foundation of our progress:

We've listened, learned, and acted.

Together, we're building a future defined by collaboration and success.

Thank you for being part of this journey.

Basic Ordering Agreement: Organizational Management Consulting Services

Scope of Services Include:

- Strategic Planning and Implementation
- Organizational Development and Knowledge Management
- Assessments of:
 - Business Processes & Operational Challenges
- Change Management and Implementation
- Financial Management and Cost Analysis
- Risk Assessment and Mitigation Strategies

NAICS Codes

- 561611 - Business Management Consulting Services

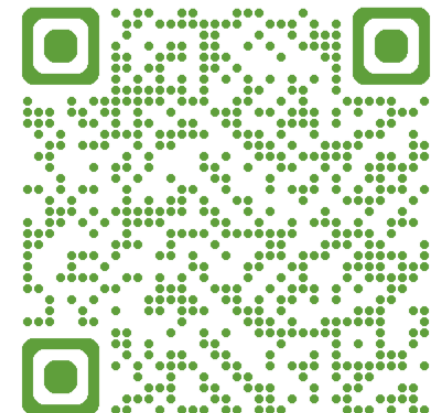
Contract Term

3 Year Base Term &
One 2-Year Option Term

Estimated Advertising Date

Feb. 2025

**Supplier
Registration
Scan this QR
Code**





Rising TIDE: Empowering Vendors For Our One Water Future

January 23, 2025

Kiyon Harley, Operations and Administration
Division Manager



Program Overview: What is Rising TIDE?



A curriculum-based pathway for vendor success in the water industry.



RISING TIDE

Training Initiative to Develop Enterprises

Challenges and Solutions: Why Rising TIDE?



Challenges Vendors Shared	Solutions From Rising TIDE
Navigating procurement processes	Resources and tools tailored to diverse vendors
Building capacity to compete effectively	Comprehensive training modules for skill development
Accessing training and resources	Improved communication and access to procurement opportunities
Difficulty understanding our strategic priorities	Training sessions to clarify goals and focus areas
Uncertainty about differentiating your business	Guidance on building competitive and standout proposals

This is your compass for growth, equipping you with tools to not only participate but lead in the **water industry.**

Strategic: Alignment with Our Priorities



- **Justice, Equity, Diversity, and Inclusion (JEDI):** Embedding equity into our operations.
- **Operational Excellence:** Simplifying procurement processes for vendor success.
- **Financial Viability:** Enabling sustainable growth for vendors and WSSC Water.

Program Components: Your Compass For Growth



Our goal is to make learning accessible, impactful, and tailored to your needs via:

1. Interactive Video Training Series:

- Bite-sized guides to demystify WSSC Water's procurement, available 24/7.

2. Expert-Led Workshops:

- Learn actionable strategies from procurement leaders and industry experts.

3. Customized Tools:

- Practical resources like checklists to streamline processes.

4. Community of Support:

- Build connections with peers and mentors for shared success.

Program Structure: Navigating Your Journey



Five interconnected modules will create a pathway for vendors to enhance capabilities, competitiveness, and community impact.

 **Setting Sail:** Align with WSSC Water's mission and prepare for growth.

 **Waves of Opportunity:** Strategies to navigate the procurement process with confidence.

 **Navigating Steady Waters:** Drive sustained performance with best practices.

 **Ripple Effect:** Create sustainability and community impact.

 **High Tide:** Foster ongoing learning, mentoring, and development.

Program Goals: What's In It For You?



Confidence

Gain skills to compete for contracts



Growth

Expand capabilities and scale your business



Partnership

Collaborate with WSSC Water and other vendors for resilient infrastructure



Legacy


Leave meaningful impact through vital projects




Opportunity begins today. Progress defines tomorrow. Together, we command the future of [water](#).

Next Steps: Join Us On The Journey!



 **Opt In Today:** Be the first to access Rising TIDE training videos launching February 2025!

 **Seize Opportunities:** Explore contracts, programs, and events.

 **Access Exclusive Resources:** Use tools and training for our shared success.

 **Join a Thriving Network:** Collaborate with innovators and changemakers.

Remember, in the world of **water** infrastructure, **opportunities flow to those who prepare.**
We're here to help you navigate that journey.

Dive In: A Lesson in Resilience



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