## Town of Davie

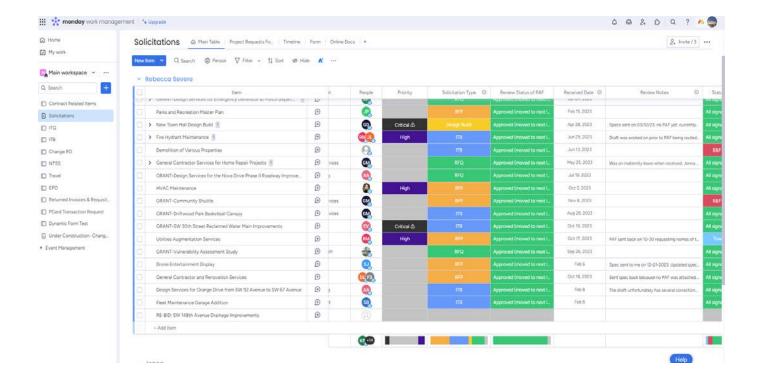
## **Best Practice Submission 2024**

The Town of Davie Procurement Division was challenged by providing real-time communication to our client departments on the status of many procurement functions, such as intake, processing of solicitations, and tracking of procurement forms, contracts, and sole and single sources requests that require multiple sets of approvals.

Prior to this process, departments and divisions would call and email to obtain the status of their projects or procurement requests. They were unable to see the status of anything except the requisition process inside the Town of Davie's ERP System. Our goal was to emulate the requisition process and provide real-time statuses on projects, documents, contracts, or other activities we were performing in the procurement process.

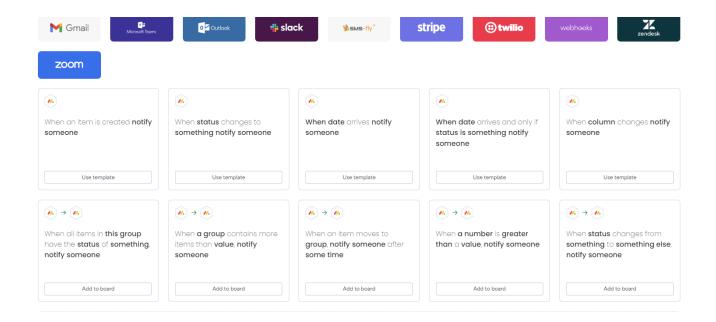
We researched many software solutions such as Smart Sheet, Access, Excel, and a few other project management software systems, however they did not have all of the elements we were seeking. The Town discovered a product named Monday.com through a conversation with a peer agency that was using this product for tracking other functions. We reviewed the product to see if it met all the criteria we were looking for, and it exceeded our expectations.

Monday.com is a work management tool that allows us to track all of our objectives and be able to share information in real-time to the end user through automation of emails. Notifications are sent via email when statuses change, when more information is needed, or even when a document moves through a workflow process. The workflow and internal communication features keep the information self-contained on Monday.com, preventing information from getting lost in email chains.



In addition, we are currently working with Monday.com to assist in forms development to allow for online entry and workflow of our internal documents (we are currently using Adobe). This will again provide for self-containment of the process and allow the end-user to track their items and keep all parties up to date on the process.

Monday.com has several automated processes that allow us to send communications, update calendars, attach information such as videos and documents, and even provide social media updates when timelines are reached, goals are met, statuses change, or items are delinquent.



This software application has many training videos available through its learning center for end users and administrators to learn how to develop new techniques for creating methods to track and share information, automate processes, and improve efficiency in their day-to-day operations.