



April 29, 2011

## Final Investigative Report Concerning Ombudsman Complaint 2011-0041

### COMPLAINT

On March 31, 2011, a complaint was filed with the Municipal Ombudsman's office indicating that the Anchorage School District (ASD) does not have purchasing bid documents available electronically. The constituent is a citizen who would like to review ASD's purchasing documents electronically. This constituent indicated that there is a cost to vendors and the public when people are required to go to the ASD Purchasing Department to obtain hard copies of bid documents, as well as costs to ASD to print the bid documents and have staff available to assist people wishing to review the documents.

### FINDINGS

The Anchorage School District acknowledges that it currently does not have its purchasing bid documents available to be accessed electronically by email or through its website, but it will by end of May, 2011. ASD acknowledges that its staff could have been more proactive in providing this information to the public.

### ANALYSIS AND CONCLUSION

The Anchorage Municipal Code governing the Ombudsman specifies that one of the purposes of the Ombudsman's office is to promote higher standards of efficiency in the provision of government services; thus, this matter is jurisdictional to the Ombudsman. A.M.C. 2.60.010. The constituent provided information that other government agencies, including the Municipality of Anchorage (MOA), do have purchasing bid documents available electronically through their websites. Following a discussion with the MOA Purchasing and Information Technology Departments, the MOA IT Department, in the spirit of improving efficiency in the provision of government services, offered to share its programming information with ASD. ASD officials acknowledged the MOA's offer to follow up with the MOA IT Director. As noted above, ASD indicated it is making purchasing bid documents available electronically, and this process should be completed by the end of May, 2011. **For all of the above reasons, this allegation is partially justified. Because the issues are being addressed, this matter is closed.**

If you object to the Ombudsman's decision to decline or discontinue this investigation or review, you may file a grievance with the Ombudsman as specified in A.M.C.R. 2.60.006.

Barbara A. Jones  
Municipal Ombudsman