



2005 NASCIO AWARD NOMINATION
Recognition Awards: Government to Citizen
Online State Surplus Property Auction

Submitted by: OK.gov, Oklahoma's Official Web Portal (www.OK.gov)

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Title of Nomination: Online State Surplus Property Auction

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Executive Summary

The Department of Central Services (DCS) Online State Surplus Property Auction is a Web-based system that launched May 2, 2005. The system includes a public auction application and an administrative application. The public auction site is available online at www.ok.gov/dcs/auction.

Oklahoma is one of a few states to offer a public Web-based service to search and bid on surplus items. Many of the other states offering such a service have used state eBay accounts. Oklahoma is one of only a few states to offer a customized system that meets the needs and expectations of its public users and DCS.

The system's public auction application is a free service open to the public that provides an online avenue for registered users to place bids and make online payments for state surplus property. Anyone can browse state surplus property without registration and items are available for bid to people around the world.

“The Online Surplus Property Auction is an excellent example of how technology can connect government with citizens in Oklahoma and throughout the world,” said Governor Brad Henry. “We are excited that the Department of Central Services is able to provide this service.”

Items for bid can range between \$10.00 for office furniture to \$40,000 for a snow blower. Other popular items include computers or state fleet vehicles.

OK.gov, Oklahoma's official Web portal is managed by NIC Inc. (Nasdaq: EGOV). OK.gov built and developed the Online State Surplus Property Auction.

The system was built at absolutely no cost to the state through NIC's proven self-funded model, which allowed for the design, development, deployment and ongoing support of the Online State Surplus Property Auction. Development occurred in approximately three months and state savings are estimated at \$30,000 per year.

Project Description

The Online State Surplus Property Auction System is a customized service developed for the Oklahoma Department of Central Services (DCS) to enable the public to place sealed bids online and make online payments for state surplus property. The service was designed to streamline the manual process and enable the sale and monetary collection from items on a regular basis to anyone with an Internet connection.

The system consists of two distinct services: a public auction site and an administrative site.

The public auction site requires the user to complete a simple registration process before accessing to the system. The registration process complies with the state of Oklahoma's security policy and enables users to create universal logins to access other applications developed.

After registration, a user may visit the online auction site that allows users to search from a variety of different means to include sorting of items by category or criteria. The items for auction are viewable in an online photo and include condition, description and general item details entered by DCS staff through the administrative application. Users can opt into email notifications for similar items of those they are bidding on, and add items to a customized "watch" list.

If the user is interested in an item, a sealed bid may be placed online. Bid amounts are kept confidential and the bidder will receive notification through the site and via email if another individual has outbid them on the item. The system will also send notifications to the user of the winning bid. The user is able to enter a maximum bid, which will enable the application to increment the bid amount until the maximum bid amount is reached.

If a bid is won, users have the ability to pay for the item online via credit card, electronic funds transfer or by an approved purchase order. Shipping is available on many items.

Through the administrative modules, DCS staff can manage and maintain the public auction application through a variety of ways. Staff can maintain items online, manage user accounts, create various reports, and perform general maintenance on spotlight notices.

The system was introduced May 2, 2005, and took approximately three months to develop. The public auction site is found online at www.ok.gov/dcs/auction.

OKLAHOMA
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Department of Central Services
State Surplus Online Auction

Login to your account:
Email:
Password:

Search Items:
Keyword:
Category: Auction Items
 Fixed Price Items
 All Items

Featured Item:

Image	Item (ID) Location	Auction Info
	1260 ft Chain Link Fence (1382)	High Bid: \$20.00 Ends: 06/15/2005 03:00:00pm Time Left: 12 days, 23 hrs., 2 mins.

Recently Added Items:

Image	Item (ID) Location	Auction Info
	80 School Desks (1403) OKLAHOMA CITY,OK	High Bid: \$25.00 (min. opening bid) Ends: 06/09/2005 03:00:00pm Time Left: 6 days, 23 hrs., 2 mins.
	Industrial Cooler (1402) OKLAHOMA CITY,OK	High Bid: \$20.00 Ends: 06/08/2005 11:00:00am Time Left: 5 days, 19 hrs., 2 mins.
	1260 ft Chain Link Fence (1382) NORMAN,OK	High Bid: \$20.00 Ends: 06/15/2005 03:00:00pm Time Left: 12 days, 23 hrs., 2 mins.

Most Popular Items:

Image	Item (ID) (Location)	Auction Info
	Base Ball Pitcher (1304) OKLAHOMA CITY,OK	Number of Bids: 5 High Bid: \$35.01 Ends: 06/08/2005 03:00:00pm Time Left: 5 days, 23 hrs., 2 mins.
	HP Pavilion 8290 Desktop Computer (1307)	Number of Bids: 5 High Bid: \$102.00

Special Notes:
Next public auction held at 2530 West Reno, Oklahoma City, Oklahoma, on Friday, June 10, 2005. Registration begins at 8:00am and the auction begins at 10:00am.
NOTE: Online Auction Pick-up date is 8 day's from the sale date.

Significance to the Improvement of Government

The Online State Surplus Property Auction is measured by the following significant efforts for the improvement of government:

- Through the online auction site, no person is limited by location as items are available for bid 24/7/365 via an Internet connection. This enables DCS to service a wider variety of constituents to increase surplus sales.
- Previous onsite auctions were located in Oklahoma City and interested individuals were required to attend the event in order to win items. The online auction allows individuals to place a bid or maximum bid on items and monitor the status of bids without leaving home.
- DCS staff may be allocated towards other projects as the auction management process can be handled through online administrative tools.
- In less than one month since the service launched, DCS generated approximately \$2,500 for the state surplus fund from online sales.

Benefits

User Benefits

Users from across the state and throughout the world have access to Oklahoma's state surplus property through the easy-to-use Online Surplus Property Auction. Interested individuals may place online bids and make payments 24/7/365, and only need access to the Internet.

Taxpayer Benefits

Since OK.gov developed and deployed the service in approximately three months at absolutely no cost to the state, it is estimated that the state saved approximately \$30,000 in development costs. Through NIC's proven self-funded model, ongoing maintenance and support of the application are at not cost to the state as well.

Agency Benefits

Although DCS has committed to maintaining the manual onsite auctioning process for an undetermined period of time, the online service streamlines that process and allows for items to be placed online for bid without the need of DCS staff intervention. Once an item is won, DCS can handle the shipping and item delivery through a variety of customized administrative tools.

State Benefits

In addition to saving government money, the auction site allows the state to service a wider variety of constituents 24/7/365 to increase surplus sales. Through the use of an Internet connection, no one is limited by location.

"The Online Surplus Property Auction is an excellent example of how technology can connect government with citizens in Oklahoma and throughout the world," said Governor Brad Henry. "We are excited that the Department of Central Services is able to provide this service."

Return on Investment

Short-term

OK.gov, using NIC's self-funded model, will earn \$2.00 per online transaction. Through online transactions, portal fees can be utilized to enable OK.gov to recoup development and ongoing application maintenance costs. Since the service launched May 2, 2005, 60 percent of items placed online have been bid upon and won and the system has over 500 registered users.

DCS has generated approximately \$2,500 in less than one month, for the state surplus fund through online sales alone. With the online auction site, DCS is able to let the system manage the auction and sale process rather than relying on staff management at an onsite event. In addition, online administrative tools streamline the business management process after an item has been won.

Long-term

OK.gov will continue to collect convenience fees (\$2.00/transaction) from DCS sales as absorbed by auction winners. In the future, OK.gov expects an increased number of system registrations and online surplus sales to sustain the life of the online system.

Although DCS has decided to maintain the onsite manual process for an undetermined period of time, use of the online auction system will generate additional revenue from bidders outside of the immediate Oklahoma City area. The online service is expected to grow exponentially as marketing efforts continue.