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## REPORT NO. 2026-23

TO: Blaine Williams, Assistant County Administrator, County Administration  
Chris Rose, Director, Office of Management and Budget

FROM: Melissa Dondero, Inspector General/Chief Audit Executive *md*  
Division of Inspector General

DIST: Ken Burke, CPA, Clerk of the Circuit Court and Comptroller  
The Honorable Chair and Members of the Board of County Commissioners  
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Jeff Rohrs, Chief Information Officer, Business Technology Services

SUBJECT: Follow-Up Audit of Capital Contracting and General Solicitation Process

DATE: July 31, 2026

This memo serves to inform you that the Division of Inspector General completed a Follow-Up Audit of Capital Contracting and the General Solicitation Process. The purpose of our follow-up review was to determine the status of previous recommendations for improvement.

The objectives of the original audit were to:

1. Determine if best practices were being used to select the appropriate solicitation types for capital projects
2. Determine if internal controls over the capital procurement vendor selection and approval processes were effective and operating efficiently
3. Determine compliance of the capital procurement process with governing directives

To determine the current status of our previous recommendations, we surveyed and/or interviewed management to determine the actual actions taken to implement

recommendations for improvement. We performed testing to verify that management's action plans have effectively addressed the opportunities for improvement (OFIs). The extent and timing of testing were based on the significance of the OFIs and management's planned implementation completion date.

Our follow-up audit was conducted in accordance with the *Global Internal Audit Standards* of The Institute of Internal Auditors and the *Principles and Standards for Offices of Inspector General* of the Association of Inspectors General. Accordingly, it included such tests of records and other auditing procedures as we considered necessary in the circumstances.

Our follow-up testing was performed during the months of June and July 2026. The original audit period was from October 1, 2021, through February 28, 2025. However, transactions and processes reviewed were not limited by the audit period.

Of the 11 recommendations in the original audit report, we determined that 4 have been implemented, 1 has been partially implemented, 1 has been identified as an acceptable alternative, and 5 are no longer applicable. The status of each recommendation is presented in this follow-up report.

### **Original Report Reference**

To view the original report (Report No.: 2025-06), published in the report section of our website, please use the following link:

[Report 2025-06 Audit of Capital Contracting and General Solicitation Process](#)

## Recommendation Implementation Status

The table below reports on the status of management's action plans to implement the recommendations contained in the original audit report.

| OFI      | PREVIOUS RECOMMENDATION                                                                                                                                                                                                                | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | <b><i>The Legistar Application Contained Fields With Inconsistent Data Input.</i></b>                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|          | Provide additional training to ensure staff consistently populates all data fields. Management should also consider revising existing cases of missing fields.                                                                         | <b>Partially Implemented</b><br>Business Technology Services (BTS) developed and updated several training documents and videos to ensure relevant staff receive adequate Legistar training. However, management has not revised cases with missing information due to the requirement for administrative permission on closed files. Under the current process, Legistar is no longer the primary tool used in the solicitation process, as OpenGov has replaced it. We continue to recommend management consider collaborating with BTS to revise instances of missing fields, as missing information increases the risk of maintaining inaccurate records. |
| <b>2</b> | <b><i>The Legistar Software Had Limited Reporting Details And Limited Controls For Data Fields.</i></b>                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>A</b> | Work with Granicus to modify the report Legistar generates, including updating the Excel version of the report to be more user-friendly, enabling management to efficiently review the raw data and format it, as needed, for reviews. | <b>No Longer Applicable</b><br>Legistar is no longer used in the solicitation process and is used primarily for post-solicitation activity. The impetus of our original recommendation was to ensure the quality of Legistar data used to develop and evaluate solicitation performance metrics. This is addressed for OpenGov in OFI #6.                                                                                                                                                                                                                                                                                                                    |
| <b>B</b> | Work with Granicus to improve the reporting functionality in Legistar to include an aging report column and a reviewer count column so                                                                                                 | <b>No Longer Applicable</b><br>Legistar is no longer used in the solicitation process and is used primarily for post-solicitation activity. The impetus of our original recommendation was to ensure the quality of                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| OFI      | PREVIOUS RECOMMENDATION                                                                                                                                                                                                                                                                                                                                                        | STATUS                                                                                                                                                                                                                                                                                                                                                                                            |
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|          | that management can readily identify potential problems.                                                                                                                                                                                                                                                                                                                       | Legistar data used to develop and evaluate solicitation performance metrics. This is addressed for OpenGov in OFI #6.                                                                                                                                                                                                                                                                             |
| <b>C</b> | Work with Granicus to develop controls to prevent solicitation date fields from being left unpopulated.                                                                                                                                                                                                                                                                        | <b>No Longer Applicable</b><br>Legistar is no longer used in the solicitation process and is used primarily for post-solicitation activity. The impetus of our original recommendation was to ensure the quality of Legistar data used to develop and evaluate solicitation performance metrics. This is addressed for OpenGov in OFI #6.                                                         |
| <b>3</b> | <b><i>The Legistar Review Process Needs Established Timeline Targets And A Methodology For Evaluating Performance.</i></b>                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>A</b> | Establish target timelines for all solicitation types in the Legistar process.                                                                                                                                                                                                                                                                                                 | <b>No Longer Applicable</b><br>Legistar is no longer used for the solicitation review process. Management provided documentation showing it created a general timeline for the solicitations in OpenGov, the current tool used for the solicitation review process. See also OFI #6.                                                                                                              |
| <b>B</b> | Use the Legistar timeline data to track and monitor to ensure timelines are being met. Management should establish a review period on regular intervals, such as quarterly or semi-annually. As noted in OFIs #1 and 2, improvements are needed to the Legistar reporting function and data completeness, which would assist in a more efficient and effective review process. | <b>No Longer Applicable</b><br>Management provided documentation showing its reviews of timeline metrics for the OpenGov solicitation process, which entails meetings twice monthly to discuss metrics and a monthly timeline review that will be moving to quarterly. Legistar-related items are no longer relevant, as Legistar is now used for post-solicitation information. See also OFI #6. |
| <b>4</b> | <b><i>Management Did Not Use The Data Analytics Tool In The OpenGov Software.</i></b>                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>A</b> | Start actively using the data analytics tool within OpenGov to help track and manage solicitations. Management should also perform reviews of the data in sync with the                                                                                                                                                                                                        | <b>Implemented</b><br>Management is actively using Power BI data analytics, leveraging OpenGov data to measure performance and identify trends aimed at enhancing efficiency in the                                                                                                                                                                                                               |

| OFI      | PREVIOUS RECOMMENDATION                                                                                                                                                                                                         | STATUS                                                                                                                                                                                                                                                                                                                                                  |
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|          | review of Legistar data so the entire timeline can be visualized.                                                                                                                                                               | solicitation process. In addition, management is piloting an Award Phase standard operating procedure to test the full workflow in a controlled environment, confirming it reduces cycle time and improves quality without disrupting operations. Management is also leveraging a Lean Six Sigma approach to boost efficiency.                          |
| <b>B</b> | Provide additional training to staff to ensure staff are well versed in the use of the OpenGov software.                                                                                                                        | <b>Implemented</b><br>Management has twice monthly meetings to discuss metrics and provide training to staff to ensure staff is well versed in the use of the OpenGov software.                                                                                                                                                                         |
| <b>5</b> | <b><i>The Limited Number Of OpenGov Solicitation Templates Hindered Management's Ability To Analyze Solicitation Data.</i></b>                                                                                                  |                                                                                                                                                                                                                                                                                                                                                         |
|          | Separate the existing solicitation templates into distinct ones, allowing management to use the data analytics tool to monitor each solicitation type with greater accuracy.                                                    | <b>Acceptable Alternative</b><br>Although no changes to the number of solicitation templates occurred, management was actively using data analytics to monitor and measure the existing OpenGov templates aiming to enhance visibility and efficiency in the solicitation process, which was the intention of our original recommendation.              |
| <b>6</b> | <b><i>The OpenGov Solicitation Process Needs Established Timeline Targets And Should Incorporate The Use Of The OpenGov Data Analytics Tool For Evaluating Performance.</i></b>                                                 |                                                                                                                                                                                                                                                                                                                                                         |
| <b>A</b> | Establish target timelines for all solicitation types in the OpenGov process for both the Intake and Projects modules.                                                                                                          | <b>Implemented</b><br>Management developed a standardized timeline guide for the solicitation process to facilitate consistent tracking and monitoring in OpenGov.                                                                                                                                                                                      |
| <b>B</b> | Use the OpenGov timeline data in the OpenGov analytics tool to track and monitor timelines and ensure they are being met. Management should establish a review period at regular intervals, such as quarterly or semi-annually. | <b>Implemented</b><br>Management is actively using Power BI data analytics, leveraging OpenGov data to measure performance and identify trends aimed at enhancing efficiency in the solicitation process. Management has twice monthly meetings to discuss timeline metrics and provide training to staff to ensure it is well versed in the use of the |

| OFI | PREVIOUS RECOMMENDATION | STATUS                                                                                                                                                                                                                                                 |
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|     |                         | OpenGov software. In addition, management developed in-depth presentations that cover throughput in OpenGov and are reviewed monthly to help identify areas for improvement or bottlenecks that occur. This will eventually become a quarterly review. |

We appreciate the cooperation shown by the staff of the Office of Management and Budget and BTS during the course of this review.

MD/JV