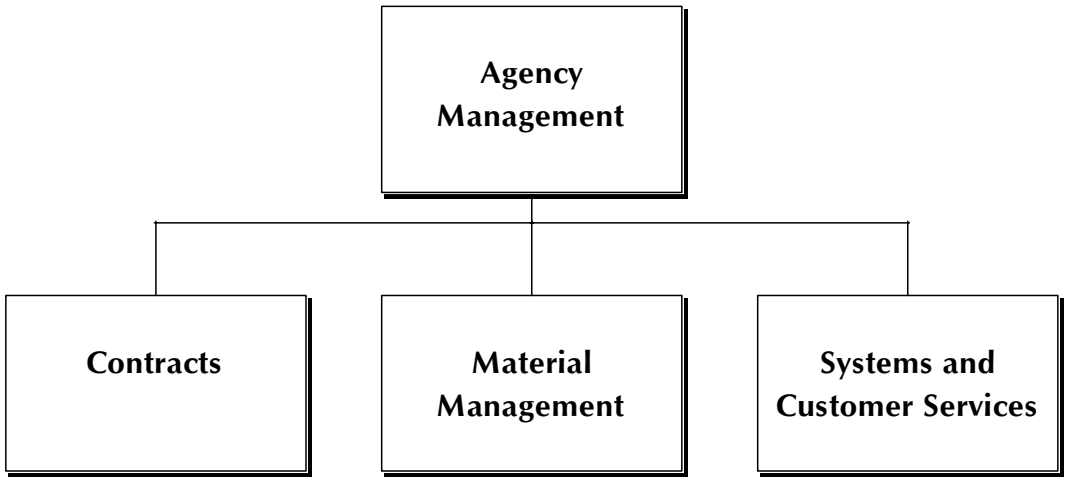
Department of Purchasing and Supply Management



Mission

The Department of Purchasing and Supply Management is committed to providing the resources that establish the foundation for quality service to the community.

Focus

The Department of Purchasing and Supply Management strives to develop strategic alliances with suppliers and County departments to secure quality goods and services in a timely manner and at a reasonable cost, while ensuring that all purchasing actions are conducted fairly and impartially and in accordance with applicable legal requirements.

In FY 2006, Fairfax County continued a multi-year effort to expand the range of services and commodities delivered through contracts. Since FY 2002, the value of orders processed by the Department of Purchasing and Supply Management increased by an average of almost 10 percent annually. The Department of Purchasing and Supply Management is able to respond to the increased demand for services without significant additional resources due in part to technology investments. Enhanced technology has enabled the department to improve operating efficiency within the department as well as to provide user departments with better purchasing tools for delegated procurement tasks. The County's partnership with eVA, Virginia's statewide e-procurement application, provides County users with improved sourcing for goods and services, and it provides County business partners with increased access to sales opportunities. In FY 2006, 87 percent of purchasing transactions were processed through electronic commerce, a percentage that is increasing.

THINKING STRATEGICALLY

Strategic issues for the department include:

- Procuring and managing an increasing number of service contracts, in addition to contracting for goods;
- Streamlining and standardizing departmental procurement practices to present user departments with a consistent and efficient experience for all procurement actions;
- Empowering agencies to act quickly and effectively in procuring necessary supplies and materials;
- Participating in state, regional and national programs to harness the competitive advantage of combined requirements and to increase value to taxpayers through increased rebates;
- Investing in technology to provide user-friendly access to the procurement function and to increase productivity; and
- Encouraging small and minority businesses to provide goods and services to the County.

Department of Purchasing and Supply Management

The Department of Purchasing and Supply Management strives to be meaningfully involved in acquisition activities for the delivery of County programs. The department makes a contribution throughout each stage of the purchasing process. The FY 2005 restructuring of the department's procurement teams from a commodity-based to a customer-focused structure accommodates the growing shift from procurement of goods through the traditional, low-bid award process to the procurement of services through the more complex and lengthier Request for Proposal process. The new team structure also facilitates improved contract administration and management responsibility that accompanies service contracts by allowing the development of closer interdepartmental relationships and increased partnering opportunities with contractors. The department's challenge is to create contracts that enable the County to assess contractor performance and hold the contractor accountable for specified outcomes in alignment with programmatic objectives.

The Department of Purchasing and Supply Management launched an environmentally preferable (or green) purchasing program in FY 2005. The department continues to seek opportunities to broaden offerings of environmentally preferable products to County customers.

Starting in FY 2006, the department has taken on a more strategic role in emergency planning and response. As a Federal Emergency Management Agency (FEMA) designated Emergency Support Function, the department will supply key logistical management and support for local, regional and statewide emergency management.

The Vendor Relations Division, formed in FY 2006, supports the Board of Supervisors' Supplier Diversity program. The division provides outreach and education programs to assist the small, women- and minority-owned business community in their efforts to do business with the Fairfax County government. Recent expansion of the program includes development of expanded partnerships in the local vendor community, including such organizations as the Women's Business Enterprise National Council. The Vendor Relations Division also supports the Fairfax County Small Business Commission.

New Initiatives and Recent Accomplishments in Support of the Fairfax County Vision

Maintaining Safe and Caring Communities	Recent Success	FY 2008 Initiative
Assume a strategic role in emergency planning and response as a FEMA designated Emergency Support Function. Continue to work with the regional quartermaster function of the Council of Governments. In FY 2006, the department shifted personnel resources to establish a new position focused on emergency planning and response. It also initiated the "Sister City" program to explore partnering with jurisdictions outside the region for emergency response.	☑	☑
Practicing Environmental Stewardship	**Recent Success**	**FY 2008 Initiative**
Expand the environmental purchasing program by building on FY 2006 and 2007 implementation efforts. Develop a broader spectrum of "green" products to meet the needs of County users. Recent success includes the development of a countywide Computer-Take-Back Program, which ensures that County computers are disposed in accordance with applicable statutes and that technical security issues are addressed.	☑	☑

Department of Purchasing and Supply Management

Creating a Culture of Engagement	Recent Success	FY 2008 Initiative
Strengthen existing and establish new partnerships with the business community and organizations to build the County's supplier base and increase capacity in targeted industries. Work with vendor partners in the Northern Virginia region to refine the County's standard contract terms and conditions. The department recently established a partnership with the Women's Business Enterprise National Council to leverage membership in support of the County's supplier diversity initiatives.	☑	☑
Exercising Corporate Stewardship	**Recent Success**	**FY 2008 Initiative**
Completed implementation of iCASPS, the Web-enabled version of the County's mainframe procurement system. Continue to provide system end-users with a solid training foundation and continuing training opportunities.	☑	
Expand use of eVA, Virginia's G2B (government to business) web site. Add use of reverse auctions to allow vendors to compete for County business electronically in real time. Enlist additional departments as eVA users. Recent successes include the acceptance of electronic bids for informal purchases and electronic notification to the vendor community of business opportunities.	☑	☑
Promote and expand use of online vendor performance reporting to facilitate communication of performance issues from end-users. Establish a process to integrate information collected into source selection decision-making.	☑	☑
Develop an online program to allow County users to "shop for" property, such as office furniture, which has been declared as excess by other departments. The program will save funds through property distribution and will reduce waste.		☑
Provide customers and suppliers with training opportunities on purchasing topics. Develop training for first-time Selection Advisory Committee members and eLearning modules for mainframe procurement system and procurement card users. Current training offerings to user agencies and vendors continue to earn high marks from internal and external customers.	☑	☑
Expand the implementation of Intranet Quorum (IQ) document tracking software to provide tools to streamline the solicitation and contract award process. Use of IQ software will improve workflow monitoring, workload measurement and accountability. Integrate IQ software with current LaserFiche software.		☑
Implement policy, system and training program modifications to support a change in the delegated small purchase level from $5,000 to $10,000. Starting in FY 2007, this change will streamline user departments' routine purchasing, permitting a faster and more efficient response to operational needs, and will maintain purchasing control through a system of onsite audits.	☑	

Budget and Staff Resources

Agency Summary				
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	53/ 53	53/ 53	54/ 54	54/ 54
Expenditures:				
Personnel Services	$2,756,897	$3,198,910	$3,198,910	$3,319,303
Operating Expenses	1,712,367	1,746,953	1,871,796	1,771,219
Capital Equipment	31,572	0	9,863	0
Total Expenditures	**$4,500,836**	**$4,945,863**	**$5,080,569**	**$5,090,522**
Income:				
Contract Rebates	$734,318	$632,055	$897,875	$942,769
Total Income	**$734,318**	**$632,055**	**$897,875**	**$942,769**
Net Cost to the County	**$3,766,518**	**$4,313,808**	**$4,182,694**	**$4,147,753**

FY 2008 Funding Adjustments

The following funding adjustments from the FY 2007 Revised Budget Plan are necessary to support the FY 2008 program:

- **Employee Compensation** **$186,969**
  An increase of $186,969 in Personnel Services associated with salary adjustments necessary to support the County's compensation program and Purchasing warehouse support for the collection and distribution of library materials.

- **Personnel Services Reduction** **($66,576)**
  A decrease of $66,576 in Personnel Services as part of an across-the-board reduction to meet budget limitations based on available revenues as a result of a flattening residential real estate market.

- **Other Adjustments** **($100,577)**
  A net decrease of $100,577 in Operating Expenses is due to a decrease of $124,843 for the carryover of one-time expenses as part of the *FY 2006 Carryover Review*, partially offset by increases of $9,800 in support of purchasing transport operations and $14,466 for Department of Vehicle Services charges based on anticipated charges for fuel and vehicle replacement.

Changes to FY 2007 Adopted Budget Plan

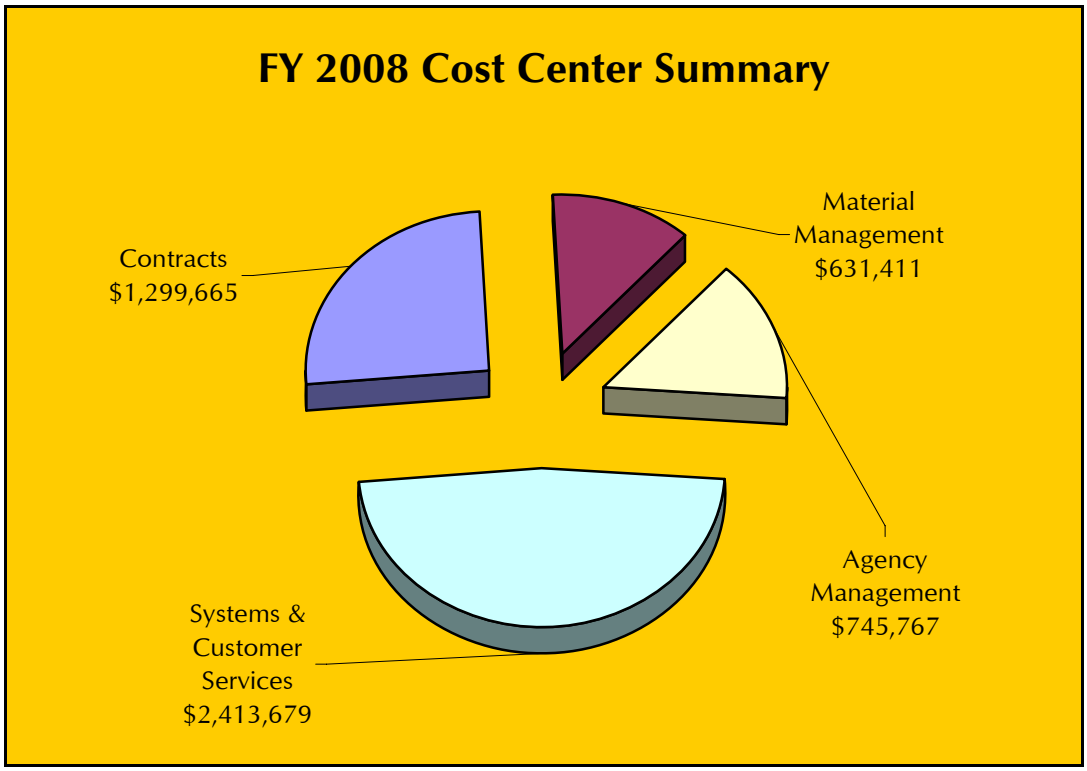
The following funding adjustments reflect all approved changes in the FY 2007 Revised Budget Plan since passage of the FY 2007 Adopted Budget Plan. Included are all adjustments made as part of the FY 2006 Carryover Review and all other approved changes through December 31, 2006:

- **Carryover Adjustments** **$134,706**
  As part of the *FY 2006 Carryover Review*, the Board of Supervisors approved encumbered funding of $124,843 in Operating Expenses and $9,863 in Capital Equipment.

- **Position Adjustment** **$0**
  During FY 2007, the County Executive approved the redirection of 1/1.0 SYE position to the Department of Purchasing and Supply Management to meet current support requirements for library book collection and distribution, which will be increased further with the opening of the new Oakton and Burke libraries in FY 2008.

Cost Centers

The Department of Purchasing and Supply Management is divided into four distinct cost centers, Agency Management, Contracts, Material Management, and Systems and Customer Services. Working together, all four cost centers provide critical services in support of the agency's mission.



Agency Management

Funding Summary				
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	11/ 11	11/ 11	11/ 11	11/ 11
Total Expenditures	**$769,585**	**$725,386**	**$740,351**	**$745,767**

Position Summary					
1	Director	2	Management Analysts III	3	Administrative Assistants IV
1	Deputy Director	2	Management Analysts II	1	Administrative Assistant II
		1	Management Analyst I		

TOTAL POSITIONS
11 Positions / 11.0 Staff Years

Key Performance Measures

Goals

To provide overall direction, management and oversight of the County's centralized procurement and material management program. Management of the department is accomplished in accordance with the Code of Virginia and the Fairfax County Purchasing Resolution through policies that emphasize central control with decentralized implementation and selected delegation of authority. The procurement and material management program serves both Fairfax County government and Fairfax County Public Schools (FCPS) through purchasing, contract administration, warehousing, mainframe purchasing system administration, procurement assistance and compliance programs, and inventory management.

To support the Board of Supervisors' Supplier Diversity Program and Small Business Commission.

Objectives

- To maintain the percentage of formal contract actions awarded without valid protest or legal actions at 99.5 percent.
- To decrease the cost of procuring $100 worth of goods or services 23.5 percent from $0.17 to $0.13 without a degradation of service.
- To maintain the dollar value of contracts awarded to small and minority businesses (processed through the mainframe procurement system) at approximately 44 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	FY 2007	FY 2008
Output:					
Formal contractual actions processed	792	698	700 / 910	800	900
Value of purchase orders, procurement card, and Internet transactions processed (millions)	$482.30	$527.50	$579.00 / $616.30	$659.50	$692.50
Total dollars awarded to small and minority businesses (millions) (1)	$119	$241	$289 / $248	$256	$263
Vendors attending monthly vendor workshop	NA	116	120 / 124	130	137
Efficiency:					
Cost per formal contractual action	$60	$70	$72 / $55	$63	$58
Cost per $100 of goods or services procured	$0.39	$0.32	$0.47 / $0.17	$0.17	$0.13
Average cost to educate and assist small and minority businesses	$15.70	$13.07	$14.00 / $5.46	$6.48	$6.16
Service Quality:					
Percent of contractual actions receiving valid protest	0.3%	0.0%	1.0% / 0.0%	0.5%	0.5%
Percent of customers indicating satisfaction with service	94%	95%	95% / 92%	95%	95%
Percent of small and minority businesses rating workshops as satisfactory or better	99.7%	98.0%	100.0% / 100.0%	100.0%	100.0%

Indicator	Prior Year Actuals FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	Current Estimate FY 2007	Future Estimate FY 2008
Outcome:					
Percent of formal contractual actions awarded without valid protest	99.7%	100.0%	99.0% / 100.0%	99.5%	99.5%
Percent change in cost to procure $100 of goods or services	(18.0%)	(18.0%)	47.0% / (47.0%)	0.0%	(23.5%)
Percent of procurement dollars awarded to small and minority businesses (1)	28.0%	45.7%	50.0% / 45.7%	44.1%	43.7%

(1) "Total dollars awarded to small, woman- and minority-owned businesses" and "% of procurement dollars awarded to small, woman- and minority-owned businesses" calculations do not include purchases through procurement card, since classification data is not available for those purchases. The FY 2005 increase over FY 2004 in dollars awarded to small and minority businesses is partially the result of a re-definition by the Commonwealth of Virginia for this category of suppliers, as well as a focused effort by department staff to classify previously unclassified vendors.

Performance Measurement Results

In FY 2006, the Department of Purchasing and Supply Management was once again able to award 100 percent of all contracts without a valid protest. This indicator underscores the outstanding reputation of the County's procurement program and reflects staff professionalism and training. In FY 2006, the cost to purchase $100 of goods and services declined to a new low of $0.17, reflecting the overall productivity of the procurement staff. This accomplishment demonstrates the return on investment resulting from information technology innovations, workflow redesign efforts and overall program efficiency. This cost is expected to remain steady in FY 2007 and to decline further in FY 2008. It is anticipated that total procurement volume will exceed $690 million in FY 2008.

Education and outreach remain the focus of the Vendor Relations Division. In FY 2006, the County's expenditures attributed to small, women- and minority-owned businesses totaled $248 million or 45.7 percent of procurement dollars processed through the mainframe procurement system.

Contracts

Funding Summary				
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	0/ 0	0/ 0	0/ 0	18/ 18
Total Expenditures	**$0**	**$0**	**$0**	**$1,299,665**

Position Summary					
1	Management Analyst IV	5	Buyers II	4	Administrative Assistants IV
4	Purchasing Supervisors	3	Buyers I	1	Administrative Assistant II

TOTAL POSITIONS
18 Positions / 18.0 Staff Years

Key Performance Measures

Goal

To provide all goods and services for County government and schools with the best possible combination of price, quality and timeliness, consistent with prevailing economic conditions, while establishing and maintaining a reputation of fairness and integrity.

Objectives

- To complete 95 percent of purchase requisitions (PR) against a valid contract within 10 days, toward a target of 98 percent.
- To complete (from issue to award) 90 percent of all formal solicitations processed within the department's established standard.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	FY 2007	FY 2008
Output:					
Purchase requisitions converted to purchase orders	6,531	7,193	6,700 / 7,094	7,100	7,100
Active contracts	2,568	2,576	2,500 / 2,677	2,784	2,895
Contractual awards processed	792	698	700 / 910	800	900
Efficiency:					
Purchase requisitions converted to purchase orders per buyer staff	502	553	500 / 591	546	546
Active contracts managed per buyer staff (1)	214	215	208 / 223	163	170
Formal solicitations managed per buyer (1)	66	58	58 / 76	47	53
Service Quality:					
Percent satisfaction with the process to acquire goods and services based on annual customer satisfaction survey	94%	86%	95% / 85%	88%	90%
Percent satisfaction with timeliness of process to establish a contract	83%	75%	83% / 66%	75%	76%
Outcome:					
Percent of requisitions completed within 10 days	92.2%	89.4%	95.0% / 91.0%	95.0%	95.0%
Percent of formal solicitations completed within the established procurement schedule	92%	91%	95% / 77%	85%	90%

(1) Starting in FY 2007, increased staff resources have been directed to professional procurement activities, reducing the number of active contracts managed per buyer staff and the number of formal solicitations managed per staff.

Performance Measurement Results

In FY 2006, the Department of Purchasing and Supply Management awarded 910 contracts and processed a record $616.3 million in procurement volume through purchase orders, procurement card transactions, and Internet orders. The department was able to achieve this remarkable activity level without a single valid protest.

The Department of Purchasing and Supply Management is not only focused on business volume; customer service is also valued as a reflection of the department's core values. As such, the department solicits feedback through a Procurement Project Satisfaction Survey at the conclusion of every formal solicitation. The FY 2008 target is to complete 90 percent of all formal solicitations within the established procurement schedule. In FY 2006, the department saw a significant decrease in its ability to meet this objective, dropping to a completion rate of 77 percent within the time schedule from 91 percent in FY 2005. Customer satisfaction with the timeliness of the contracting process showed a corresponding decrease to 66 percent in FY 2006, an indication that customers were seeking improvement in this area. To better manage the completion of formal solicitations within the time schedule, the department has initiated a new tracking system to measure the actual time elapsed during the solicitation phase. The department's strategic plan includes an initiative to reduce the average processing time for competitive bidding and competitive negotiations by seven and ten working days, respectively.

In FY 2008, the department will maintain the goal of completing 95 percent of purchase requisitions within 10 days. From FY 2005 to FY 2006 this percentage grew from 89.4 percent to 91.0 percent. The department established metrics for managing this measurement and anticipates continued improvement.

Material Management

Funding Summary				
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	0/ 0	0/ 0	0/ 0	11/ 11
Total Expenditures	**$0**	**$0**	**$0**	**$631,411**

Position Summary			
1	Property Management Supervisor	1	Warehouse Specialist
1	Warehouse Supervisor	8	Warehouse Worker-Drivers
TOTAL POSITIONS			
11 Positions / 11.0 Staff Years			

Key Performance Measures

Goal

To provide central warehousing services, including storage and distribution of furniture and supplies to County agencies in a timely manner, and to redistribute excess property to reduce costs. To manage a surplus property program for the disposal of property in a responsible and timely manner, while maximizing return. To continue in its role as a key player in emergency planning and response on the local, regional and statewide levels.

Objectives

- To fulfill 90 percent of customer requests for material pick up and distribution within 5 days of receipt of a request document.

- To provide a process for customers to identify and obtain items from excess property, reaching a customer satisfaction level of at least 90 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	FY 2007	FY 2008
Output:					
Pick-up and redistribution requests received annually	NA	NA	NA	NA	2,052
Pick-up and redistribution requests fulfilled annually for excess/surplus property	NA	NA	NA	NA	793
Efficiency:					
Administrative processing cost for a pick-up or redistribution request	NA	NA	NA	NA	$4.51
Cost to fulfill a pick-up and redistribution request for excess/surplus property pick-up or delivery	NA	NA	NA	NA	$89.04
Service Quality:					
Percent of customers indicating satisfaction with Warehouse pick-up and redistribution services	NA	NA	NA	NA	90%
Percent of customers indicating satisfaction with the process for obtaining excess property	NA	NA	NA	NA	90%
Outcome:					
Percent of pick-up and redistribution requests processed within 5 days of receipt of request	NA	NA	NA	NA	90%
Percent of excess property pick-up and redistribution requests processed within 5 days of receipt of request	NA	NA	NA	NA	90%

Performance Measurement Results

In FY 2008, the former Purchasing and Material Management Division is separated into two separate cost centers – the Contracts Division and the Material Management Division. This separation will permit better tracking of expenditures and the application of more precise measurements and management controls, in particular the tracking of costs to provide customers with procurement and warehouse related services. All indicators for Material Management are newly established for FY 2008.

Purchasing and Material Management*

Funding Summary				
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	27/ 27	27/ 27	29/ 29	0/ 0
Total Expenditures	**$1,596,972**	**$1,816,770**	**$1,866,643**	**$0**

* This cost center reflects historical expenditures only. All FY 2008 budget data is now shown in the separate costs centers for "Contracts" and "Material Management" above.

Performance Measurement Results

Starting in FY 2008, all indicators and performance results for the former Purchasing and Material Management Division are reflected under two new cost centers – the Contracts Division and the Material Management Division.

Systems and Customer Services

Funding Summary				
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	15/ 15	15/ 15	14/ 14	14/ 14
Total Expenditures	**$2,134,279**	**$2,403,707**	**$2,473,575**	**$2,413,679**

Position Summary					
1	Management Analyst IV	1	Network Telecommunications Analyst II	2	Business Analysts I
2	Management Analysts III	1	Inventory Management Supervisor	1	IT Technician I
3	Management Analysts II	1	Business Analyst III		
1	Management Analyst I	1	Business Analyst II		
TOTAL POSITIONS					
14 Positions / 14.0 Staff Years					

Key Performance Measures

Goal

To provide system management and administration to all County and FCPS users of the mainframe-based County and Schools Procurement System (CASPS); provide management and technical operation and maintenance of the department's Local Area Network (LAN), Web sites, Document Management System and Electronic Data Interchange (EDI) system; provide user administration and training for the use of the Office Depot and eVA electronic procurement portals; provide procurement assistance and eVA registration support to the County's business community; and provide centralized assistance and oversight to the County/FCPS inventory management, procurement, and accountable personal property programs.

Department of Purchasing and Supply Management

Objectives

- To accurately track and maintain the County's consumable and fixed assets inventories, maintaining an accuracy rate of at least 98 percent.
- To increase the use of electronic commerce, Internet ordering and procurement card for delivering orders to suppliers by delivering 89 percent of orders via electronic commerce and achieving 100 percent of rebates.
- To maintain the percent of help desk calls closed in one day or less at 95 percent or higher.
- To complete 100 percent of scheduled procurement assistance and compliance reviews.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	FY 2007	FY 2008
Output:					
Line items carried in Consumable Inventory Account	15,915	14,601	14,500 / 14,079	13,500	13,000
Fixed assets in the Capital Equipment Account	15,142	15,400	15,700 / 16,049	16,500	17,000
Small Purchase Orders and Purchase Orders sent electronically via EDI	4,904	5,111	5,100 / 4,916	4,900	4,900
Percent of office supply orders submitted via Internet	82%	86%	86% / 88%	87%	88%
Value of procurement card purchases (in millions)	$54.6	$60.6	$62.5 / $73.6	$80.0	$90.0
Rebates and incentives received	$795,841	$1,130,197	$1,155,000 / $1,599,100	$1,947,000	$2,135,000
Assistance/help desk calls received/processed	653	704	700 / 774	700	700
Procurement Assistance and Compliance reviews completed (1)	NA	NA	NA	13	15
Efficiency:					
Cost per line item to maintain consumable inventory accuracy of at least 95 percent (2)	$3.23	$2.87	$3.50 / $3.26	$4.78	$4.97
Cost per fixed asset to maintain at least 95 percent inventory accuracy	$6.86	$6.37	$7.13 / $6.98	$6.95	$6.74
Cost per $1 of rebate received	$0.10	$0.07	$0.08 / $0.06	$0.06	$0.06
Average time to close each help desk call answered (hours)	3.0	2.0	3.0 / 2.0	2.5	2.0
Procurement Assistance and Compliance reviews completed per analyst (1)	NA	NA	NA	3.2	3.7

Department of Purchasing and Supply Management

Indicator	Prior Year Actuals FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	Current Estimate FY 2007	Future Estimate FY 2008
Service Quality:					
Percent of customers rating consumable inventory tracking as satisfactory or better	97%	92%	95% / 91%	95%	95%
Percent of customers satisfied with the procurement card program	96%	99%	95% / 97%	95%	95%
Percent of customers rating help desk as satisfactory or better	91%	94%	95% / 94%	95%	95%
Percent of customers stating the Procurement Assistance and Compliance review revealed areas for improvement (1)	NA	NA	NA	90%	90%
Service Quality:					
Percent of customers stating the Procurement Assistance and Compliance review strengthened internal controls (1)	NA	NA	NA	90%	90%
Outcome:					
Percent of consumable items accurately tracked	99%	99%	98% / 98%	98%	98%
Percent of fixed assets accurately tracked	99%	99%	98% / 99%	98%	98%
Percent of rebates achieved relative to plan	138%	126%	100% / 139%	100%	100%
Percent of orders transmitted via electronic commerce	82.7%	86.2%	86.0% / 87.3%	88.0%	89.0%
Percent of help desk calls closed in one day or less	94%	96%	94% / 98%	95%	95%
Percent of Procurement Assistance and Compliance reviews completed as scheduled (1)	NA	NA	NA	100.0%	100.0%

(1) New FY 2007 indicator.

(2) The Department of Purchasing and Supply Management (DPSM) provides inventory oversight and assistance to agencies that maintain inventories. DPSM's staff cost per inventory line item has increased steadily since FY 2005 because, while the steady reduction in the number of line items creates efficiencies for the user agencies, the number of inventory sites and cost to support those sites remains static for DPSM.

Performance Measurement Results

In FY 2006, the Department of Purchasing and Supply Management successfully met the objective of maintaining an accountable equipment and consumable inventory tracking accuracy rate of at least 98 percent, achieving 98 percent for consumable items and 99 percent for fixed assets. These results demonstrate the financial stewardship of the inventory management team and the department commitment to the protection of County assets.

The growth over time in the percentage of orders transmitted via electronic commerce highlights the department's success in migrating paper-based procurement transactions to electronic transactions. Electronic orders grew from 82.7 percent in FY 2004 to 87.3 percent in FY 2006, creating both cost savings and process efficiencies. The department is setting a target of 89 percent for FY 2008.

Rebate revenues generated through the procurement card program and the various contracts awarded as part of the U.S. Communities Government Purchasing Alliance program, including the Office Depot contract, grew to $1,599,100 in FY 2006, an increase of 41 percent over FY 2005, and are anticipated to increase to $2,135,000 in FY 2008. The increased revenue in this area is the result of increased rebates from the newly awarded procurement card contract and increased participation by other local governments taking advantage of the Government Purchasing Alliance contracts awarded and administered by Fairfax County and made available through U.S. Communities.

Calls to the CASPS Help Desk increased to 774 in FY 2006. The ongoing emphasis on responsiveness helped maintain the average call closure time at two hours, allowing the staff to close 98 percent of FY 2006 calls in less than one day.