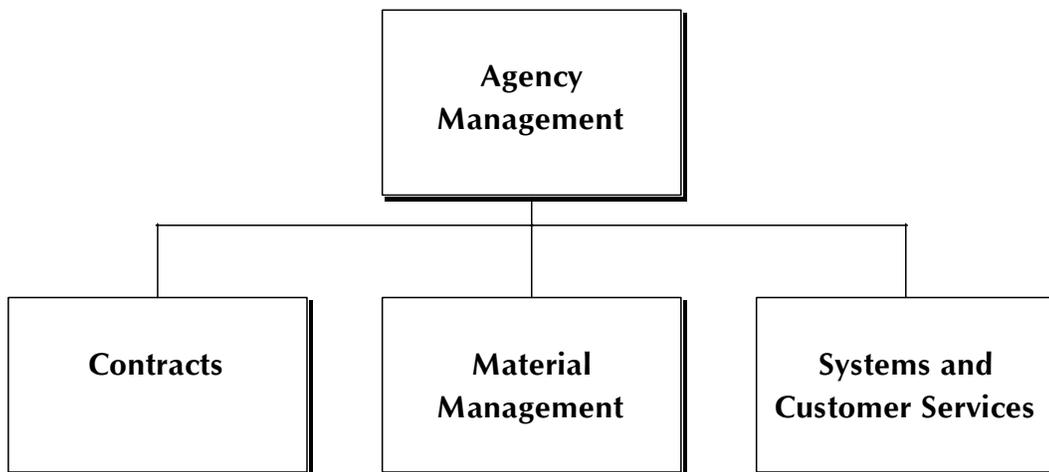


# Department of Purchasing and Supply Management



## 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 (DPSM) strives to develop strategic alliances with County departments and suppliers to secure quality goods and services in a timely manner at a reasonable cost, while ensuring that all procurement actions are conducted fairly, impartially, and in accordance with legal requirements. The department's three divisions - Contracts, Systems and Customer Services, and Material Management - work together with Agency Management to provide first-class procurement and material management support to County departments, enabling those departments to provide nationally recognized service to County residents.

In FY 2009, County program offices continued to rely heavily on contractors to provide services to support County operations. The number of solicitations processed by the department decreased slightly from FY 2008 as a result of budget reductions. However, the complexity of those solicitations and the management effort required by the resulting contracts remains at a high level. The percentage of solicitations resulting from Requests for Proposals, as compared to Invitations for Bids, remains higher than FY 2000 levels. The Request for Proposal process is a more complex and timing consuming contract development process than the traditional Invitation for Bid method. The Request for Proposal method is best suited for acquisition of the state-of-the-art products and the innovative and complex services required by County departments. The number of contracts maintained and administered by the department remains constant at 2,700.

The value of orders processed by the Department of Purchasing and Supply Management, although down from FY 2008 levels as a result of decreased spending due to budget cuts, still represents an increase of approximately 30 percent since FY 2004. To respond to increased service levels, the department leveraged technology investments that improve operating efficiency as well as provide user departments with better purchasing tools for delegated procurement tasks. The County's partnership with eVA, Virginia's statewide e-procurement application, continues to expand. eVA provides County users with improved sourcing for goods and services, and provides County business partners with increased access to sales opportunities. In FY 2009, the percentage of purchasing transactions processed through electronic commerce approached 90 percent.

The Department of Purchasing and Supply Management is involved in acquisition and material management activities at all stages of the procurement cycle. Through the work of the Systems and Customer Services Division, the department continues to provide internal customers with robust support for inventory and property accounts management and offers departments accurate data regarding these program areas. The percent of consumable inventories and fixed assets accurately tracked has reached 97 percent or better for the past 5 years.

# Department of Purchasing and Supply Management

The DPSM Warehouse focuses on its core mission of providing material management and logistical support to County agencies. Collection and re-distribution of library books remains a major effort. DPSM collaborates with Fairfax County Public Schools in the delivery of voting machines and School-Age Child Care supplies. Efforts to enhance collaboration and achieve further efficiencies are ongoing. The Division continues its strategic role in emergency planning and response.

With the approval of countywide Procedural Memorandum 12-21, *Environmentally Preferable Purchasing*, in July 2009, the department officially inaugurated the County's environmentally preferred, "Green Procurement" program, and launched a pilot to explore and test various web-based auction services for the redistribution and sale of County and FCPS excess and surplus property. A contractor is being sought to provide the desired auction services and policy is being developed for responsible disposal of all unneeded County and FCPS surplus property. The new program will be managed by the Systems and Customer Services Division.

## **FY 2011 Budget Reduction Impact Summary**

The FY 2011 budget reductions will continue the need for DPSM to manage position vacancies resulting in a decrease in operational effectiveness. The department will take advantage of expected staff turnover and retirements to assist in this transition. The agency anticipates several retirements in FY 2011 and intends to hold these positions vacant to help achieve the targeted reduction. Timeliness of service is a primary concern and increased vacancies may negatively impact the time it takes to establish a contract. In addition, position vacancies may compromise the agency's ability to monitor compliance with purchasing policies and procedures by decreasing the number of fixed asset and consumable inventory audits that can be performed as well as the frequency of purchasing compliance reviews. The department intends to mitigate some of the shortages caused by the budget reductions by redeploying staff from areas where workload has flattened to areas experiencing an increase in activity.

Funding for management and professional training, certification training, professional memberships, operational travel and other operating expenses associated with vendor outreach, will also be reduced to create cost savings. Continued reduction of training spending puts professional staff at risk of not being up-to-date on recent developments in the public procurement arena and recent changes to best practices or policies. Reduced funding for professional memberships and operational travel will limit the department's ability to continue a leadership role in national governmental groups that support governmental procurement, such as the National Association of Counties and the U.S. Communities Purchasing Alliance. Reduced funds for operational expenses for the Small, Woman and Minority Business (SWaM) program, including curtailed attendance at SWaM related conferences and reduced memberships in SWaM related organizations will reduce the County's ability to perform vendor outreach at conferences and chamber of commerce events. It is anticipated that reduced support of these programs will result in a decrease of County purchasing dollars to SWaM vendors.

As part of the FY 2010 Adopted Budget Plan, the agency's funding was reduced by \$299,022 and 5/5.0 SYE positions were eliminated. These reductions impacted the services provided to other County agencies and reduced the agency's ability to support internal initiatives that increase efficiencies and provide enhanced services to customers.

# Department of Purchasing and Supply Management

## Budget and Staff Resources

Agency Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	59/ 59	54/ 54	54/ 54	54/ 54
Expenditures:				
Personnel Services	\$3,554,596	\$3,576,445	\$3,576,445	\$3,470,081
Operating Expenses	1,684,041	1,770,604	1,847,695	1,781,604
Recovered Costs	0	0	(288,803)	(362,314)
Capital Equipment	0	0	0	0
<b>Total Expenditures</b>	<b>\$5,238,637</b>	<b>\$5,347,049</b>	<b>\$5,135,337</b>	<b>\$4,889,371</b>
Income:				
Contract Rebates	\$999,190	\$980,763	\$980,763	\$980,763
<b>Total Income</b>	<b>\$999,190</b>	<b>\$980,763</b>	<b>\$980,763</b>	<b>\$980,763</b>
<b>Net Cost to the County</b>	<b>\$4,239,447</b>	<b>\$4,366,286</b>	<b>\$4,154,574</b>	<b>\$3,908,608</b>

## FY 2011 Funding Adjustments

The following funding adjustments from the FY 2010 Adopted Budget Plan are necessary to support the FY 2011 program:

- ◆ **Employee Compensation** **\$0**  
 It should be noted that no funding is included for pay for performance or market rate adjustments in FY 2011.
- ◆ **Library Book Delivery** **(\$288,803)**  
 Funding of \$288,803 has been reallocated to the Fairfax County Public Library (FCPL) and the Department of Purchasing and Supply Management's Recovered Costs are increased to allow for the proper alignment of responsibilities for the delivery of library books to FCPL patrons. The book delivery function will remain in DPSM but the budget is now reflected in the FCPL budget as the service was restored in FY 2010 as the result of the imposition of new library fees.
- ◆ **Department of Vehicle Services** **\$23,000**  
 An increase of \$23,000 in Operating Expenses is associated with anticipated requirements for fuel, vehicle replacement, and maintenance charges.
- ◆ **Technology Infrastructure Charges** **(\$12,000)**  
 A decrease of \$12,000 in Operating Expenses is associated with a reduction to the agency's technology infrastructure charges to reflect reductions utilized to balance the FY 2011 budget within Fund 505, Technology Infrastructure.

# Department of Purchasing and Supply Management

- ◆ **Reductions** **(\$179,875)**  
 A decrease of \$179,875 reflects agency reductions utilized to balance the FY 2011 budget. The following chart provides details on the specific reductions approved, including funding and associated positions.

Title	Impact	Posn	SYE	Reduction
Manage Position Vacancies and Reduce Operating Expenses	The agency will continue to manage position vacancies in order to accommodate required budget reductions. Timeliness of service is a primary concern and increased vacancies may negatively impact the time it takes to establish a contract. In addition, position vacancies may compromise the agency's ability to monitor compliance with purchasing policies and procedures by decreasing the number of fixed asset and consumable inventory audits that can be performed as well as the frequency of purchasing compliance reviews. In addition, decreased funding in Operating Expenses will reduce opportunities for vendor outreach, training, memberships, travel and other expenses.	0	0.0	\$106,364
Fund Showmobile Operations from the Cable Fund	This reduction will generate a savings to the General Fund by allowing Showmobile operations currently funded by the General Fund to be charged to Fund 105, Cable Communications. Fairfax County Government Channel 16 routinely is onsite filming events where the Showmobile is used and thus it is appropriate to charge costs associated with its operation to Fund 105. This results in an increase of \$73,511 in the Fund 105 budget, with a commensurate increase in Recovered Costs within the Department of Purchasing and Supply Management budget.	0	0.0	\$73,511

## **Changes to FY 2010 Adopted Budget Plan**

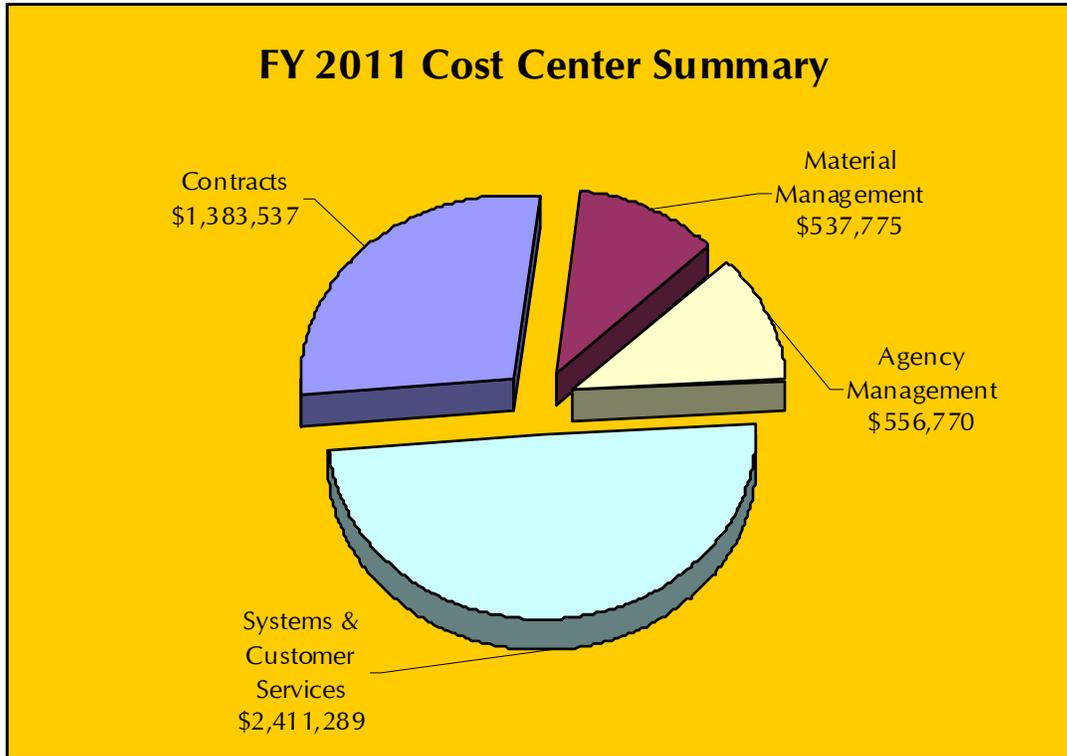
*The following funding adjustments reflect all approved changes in the FY 2010 Revised Budget Plan since passage of the FY 2010 Adopted Budget Plan. Included are all adjustments made as part of the FY 2009 Carryover Review, and all other approved changes through December 31, 2009:*

- ◆ **Carryover Adjustments** **\$77,091**  
 As part of the FY 2009 Carryover Review, the Board of Supervisors approved encumbered funding of \$77,091 in Operating Expenses due to costs incurred for internal reorganization and for costs associated with the newly implemented surplus property auction program.
- ◆ **Library Book Delivery** **(\$288,803)**  
 As part of the FY 2009 Carryover Review, funding of \$288,803 has been reallocated to the Fairfax County Public Library (FCPL) and the Department of Purchasing and Supply Management's Recovered Costs are increased to allow for the proper alignment of responsibilities for the delivery of library books to FCPL patrons. The book delivery function will remain in DPSM but the budget is now reflected in the FCPL budget as the service was restored in FY 2010 as the result of the imposition of new library fees.

# Department of Purchasing and Supply Management

## 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

<b>Funding Summary</b>				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	9/9	5/5	5/5	5/5
<b>Total Expenditures</b>	<b>\$576,690</b>	<b>\$578,023</b>	<b>\$636,859</b>	<b>\$556,770</b>

<b>Position Summary</b>		
1 Director	1 Management Analyst III	1 Administrative Assistant IV
1 Deputy Director	1 Management Analyst II	
<b>TOTAL POSITIONS</b>		
5 Positions / 5.0 Staff Years		

# Department of Purchasing and Supply Management

## 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.

To provide system and program management, user administration, and training support for the County and FCPS environmentally preferred procurement ("Green Procurement") program including excess property redistribution and surplus property sales and disposal.

### Objectives

- ◆ To maintain the percentage of formal contract actions awarded without valid protest or legal actions at 99.5 percent or greater.
- ◆ To maintain the cost of procuring \$100 worth of goods or services at \$0.20 or less, without a degradation of service.
- ◆ To achieve a dollar value of contracts awarded to small and minority businesses (processed through the mainframe procurement system) at 40 percent or greater.
- ◆ To purchase environmentally preferable products and services that reduce the county's overall impact on the environment, such as the purchase of environmentally friendly paper that is estimated to reduce carbon emissions by 278,000 pounds.
- ◆ To provide system and program management, user administration, and training support for the County and FCPS environmentally preferred procurement ("Green Procurement") program including excess property redistribution and surplus property sales and disposal.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Output:</b>					
Formal contractual actions processed	725	644	623 / 628	550	550
Value of purchase orders, procurement card and Internet transactions processed (millions)	\$632.70	\$661.58	\$668.38 / \$623.08	\$617.00	\$617.00
Total dollars awarded to small and minority businesses (millions) (1)	\$250.00	\$281.00	\$272.65 / \$273.98	\$257.27	\$257.27
Vendors attending monthly vendor workshop	140	175	175 / 244	180	180
Total value of office supply items purchased (in millions)	NA	NA	NA	NA	\$4.00
Total value of green office supply items purchased (in millions)	NA	NA	NA	NA	\$2.30

# Department of Purchasing and Supply Management

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Output:</b>					
Number of items declared excess	NA	NA	NA	NA	2,500
Number of items redistributed	NA	NA	NA	NA	1,125
Number of items declared surplus	NA	NA	NA	NA	1,400
Number of items sold	NA	NA	NA	NA	1,190
<b>Efficiency:</b>					
Administrative cost per formal contractual action	\$69.00	\$77.00	\$82.00 / \$81.00	\$92.00	\$92.00
Cost per \$100 of goods or services procured	\$0.19	\$0.15	\$0.17 / \$0.17	\$0.20	\$0.20
Average cost to educate and assist small and minority businesses (2)	\$5.98	\$4.36	\$5.88 / \$4.22	\$26.07	\$26.07
Percent of green office supply items purchased.	NA	NA	NA	NA	58.0%
Percent of items redistributed	NA	NA	NA	NA	45.0%
Percent of items sold	NA	NA	NA	NA	85.0%
<b>Service Quality:</b>					
Percent of contractual actions receiving valid protest	0.1%	0.0%	0.3% / 0.2%	0.3%	0.3%
Percent of customers indicating satisfaction with service	86%	92%	92% / 96%	91%	91%
Percent of small and minority businesses rating workshops as satisfactory or better	100.0%	100.0%	98.0% / 100.0%	95.0%	95.0%
Percent of customers indicating satisfaction with green office supply items	NA	NA	NA	NA	92%
Customer satisfaction with the redistribution/surplus program	NA	NA	NA	NA	95%
<b>Outcome:</b>					
Percent of formal contractual actions awarded without valid protest	99.9%	100.0%	99.7% / 99.8%	99.7%	99.7%
Percent change in cost to procure \$100 of goods or services	12.0%	(21.0%)	13.3% / 13.3%	17.6%	0.0%
Percent of procurement dollars awarded to small and minority businesses (1)	45.0%	45.5%	46.0% / 49.6%	46.8%	46.8%
Reduction in carbon emissions (in pounds) from the purchase of environmentally preferable paper	NA	NA	NA	NA	278,000
Cost avoidance generated by redistribution of excess property	NA	NA	NA	NA	\$610,000
Net surplus sales revenue	NA	NA	NA	NA	\$575,000

# Department of Purchasing and Supply Management

(1) "Total dollars awarded to small, woman- and minority-owned businesses" and "Percent 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.

(2) Computation for "Average cost to educate/assist small & minority businesses" changed in FY 2010 to include additional Buyer Team members.

## Performance Measurement Results

In FY 2009, the Department of Purchasing and Supply Management awarded 628 contracts with only one valid protest, a 99.8 percent success rate for this measurement. This indicator underscores the outstanding reputation of the County's procurement program and reflects staff professionalism and training. In FY 2009, the cost to purchase \$100 of goods and services remained under the \$0.20 goal for the fourth consecutive year. This measurement reflects the overall productivity of the procurement staff and demonstrates the return on investment resulting from information technology innovations, workflow redesign efforts and overall program efficiency. It is anticipated that total procurement volume will be approximately \$617 million in FY 2010 and FY 2011.

The department continues to focus on education and outreach as a means to increase expenditures with small, women- and minority-owned businesses. In FY 2009, the County's purchases from small, women- and minority-owned businesses totaled \$274 million, increasing to 49.6 percent of procurement dollars processed through the mainframe procurement system.

## Contracts

Funding Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	22/ 22	22/ 22	22/ 22	22/ 22
<b>Total Expenditures</b>	<b>\$1,337,981</b>	<b>\$1,420,495</b>	<b>\$1,432,996</b>	<b>\$1,383,537</b>

Position Summary					
1	Contracts Division Manager	6	Contract Specialists II	4	Administrative Assistants IV
4	Contract Specialist Supervisors	4	Contract Specialists I	1	Administrative Assistant III
		1	Management Analyst I	1	Administrative Assistant II
<b>TOTAL POSITIONS</b>					
22 Positions / 22.0 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 process Requests for Proposals (RFPs) and Invitations for Bids (IFBs) with the goal of reducing formal solicitation processing time by 10 percent in a 5-year period.
- ◆ To increase percentage of competitive procurement actions to 83 percent towards a long-range goal of 88 percent of total contracts.

# Department of Purchasing and Supply Management

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Output:</b>					
Number of active contracts	2,795	2,646	2,668 / 2,704	2,300	2,300
Contractual awards processed	725	644	623 / 628	550	550
<b>Efficiency:</b>					
Active contracts managed per buyer staff	175.0	221.0	267.0 / 270.0	230.0	230.0
Formal contractual actions managed per buyer	45.0	40.0	35.0 / 35.0	30.6	30.6
<b>Service Quality:</b>					
Percent satisfaction with timeliness of process to establish a contract	69%	77%	73% / 83%	76%	76%
Percent satisfaction with the classroom training provided by DPSM	NA	NA	NA	95.0%	95.0%
<b>Outcome:</b>					
Processing time in days for a RFP	NA	NA	NA	169.0	169.0
Processing time in days for an IFB	NA	NA	NA	103.0	103.0
Percentage of contracts awarded through a competitive procurement action	NA	NA	NA	83.0%	83.0%

## Performance Measurement Results

In FY 2009, the Department of Purchasing and Supply Management processed \$623.08 million in procurement volume through purchase orders, procurement card transactions and Internet orders. As the County's operating budget declines, there has been a slight decrease in procurement workload. The number of formal contractual awards dropped approximately 2.5 percent from 644 to 628. Offsetting this, however, is the continued complexity of the services and commodities purchased by the department as the trend continues to shift solicitations from the straightforward Invitation for Bid to the more complex Request for Proposal.

In FY 2010, the Contracts Division introduced two new performance measures that are important customer service metrics. Using a workflow management tool to measure progress, the division has launched efforts to reduce the time to establish a contract through the formal solicitation process. In addition, the Contracts Division is also measuring success in increasing the percentage of contracts awarded through a competitive procurement action. Competition provides major incentives to industry and service providers to reduce cost and increase quality. Finally, the number of purchase orders handled by the Division staff continues to decrease due to operating budget reductions and a continued trend by departments to employ delegated purchasing tools.

# Department of Purchasing and Supply Management

## Material Management



Funding Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	14/ 14	13/ 13	13/ 13	13/ 13
<b>Total Expenditures</b>	<b>\$929,235</b>	<b>\$896,629</b>	<b>\$613,237</b>	<b>\$537,775</b>

Position Summary			
1 Property Management Supervisor	1 Warehouse Specialist		
2 Warehouse Supervisors	9 Warehouse Worker-Drivers		
<b>TOTAL POSITIONS</b>			
13 Positions / 13.0 Staff Years			

## Key Performance Measures

### Goal

To provide central warehousing services, including timely collection, storage and distribution of materials for customer departments. In support of the Fairfax County Public Library, the division manages the transfer of over 6.5 million books to and from the County's 23 library sites. In addition, the division supports the redistribution of excess property, reducing costs through effective reuse of the property, and supports cost-effective and responsible disposal of property surplus to the county's needs. The Material Management Division is responsible for receiving, packing, and delivering materials for the Office for Children's School-Age Child Care (SACC) program, the Park Authority's RecPac program, and Department of community and Recreation Service's (DCRS) Therapeutic Recreation Services (TRS). The division continues in its role as a key player in emergency planning and response on the local, regional and statewide levels.

### Objectives

- ◆ To fulfill at least 95 percent of customer requests for material pick up and distribution within 5 days of receipt of a request document.
- ◆ To support circulation of library materials through DPSM book distribution program by transferring 47 percent or more of total circulation annually.
- ◆ To extend the useful life of excess property through a re-distribution program seeking to re-use at least 75 percent of material collected, toward a long-range goal of 85 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Output:</b>					
Pick-up and redistribution requests received annually	NA	2,086	2,000 / 1,902	1,800	1,800
Number of books transferred annually	NA	NA	6,500,000 / 6,646,400	6,064,500	6,064,500
Number of excess property items picked-up	NA	NA	NA	1,200	1,200

# Department of Purchasing and Supply Management

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Efficiency:</b>					
Administrative processing cost for a pick-up or redistribution request	NA	\$4.57	\$4.91 / \$5.16	\$5.45	\$5.45
Transfer cost per book	NA	NA	\$0.039 / \$0.039	\$0.046	\$0.048
Cost to pick-up and deliver an excess property item	NA	\$97.54	\$115.11 / \$119.17	\$128.26	\$136.58
<b>Service Quality:</b>					
Percent of customers indicating satisfaction with Warehouse pick-up and redistribution services	NA	96%	95% / 96%	95%	95%
Percentage of books transferred within 1 working day	NA	NA	98.0% / 100.0%	98.0%	98.0%
Percentage of customers indicating satisfaction with the process for obtaining excess property	NA	96%	95% / 95%	95%	95%
<b>Outcome:</b>					
Percent of pick-up and redistribution requests processed within 5 days of receipt of request	NA	91%	90% / 96%	95%	95%
Percentage of annual library circulation transferred by DPSM	NA	NA	50% / 48%	47%	47%
Percentage of excess property re-distributed	NA	NA	NA	75.0%	75.0%

## Performance Measurement Results

In FY 2009, the Material Management Division achieved a majority of the efficiency, service quality and outcome performance measures. In FY 2009, the division successfully transferred over 6.6 million books for the division's largest internal customer, the Fairfax County Public Library, improving holding turnover and reducing the Library's operating costs. In FY 2009, the transfer cost per book was under \$0.04 each. The division also contributed to the success of the excess property program, an important instrument for attaining cost savings through the re-use of excess furniture and office equipment, which also achieves an environmental benefit by reducing the material that Fairfax County Government introduces into the waste stream. In FY 2009, over 95 percent of the division's customers were satisfied with material pick-up and redistribution services that support this program.

## Systems and Customer Services



Funding Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	14/ 14	14/ 14	14/ 14	14/ 14
<b>Total Expenditures</b>	<b>\$2,394,731</b>	<b>\$2,451,902</b>	<b>\$2,452,245</b>	<b>\$2,411,289</b>

# Department of Purchasing and Supply Management

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

## Key Performance Measures

### Goal

To provide systems and program management, user administration, and training support for all County, FCPS, and vendor users of procurement related systems such as the County and Schools Procurement System (CASPS), the Virtual Contract File (Document Management System), the Electronic Data Interchange (EDI) system, the Office Depot and eVA electronic procurement portals, and the procurement card program.

To provide centralized assistance and oversight to the delegated small purchase activities of the County and the County/FCPS inventory management and accountable property programs.

### Objectives

- ◆ To accurately track and maintain the County's consumable and fixed assets inventories, maintaining an accuracy rate of at least 98 percent.
- ◆ To support the use of electronic commerce, Internet ordering and procurement card for delivering orders to suppliers by delivering at least 88 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 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Output:</b>					
Line items carried in Consumable Inventory Account	13,131	12,956	12,700 / 12,913	12,500	12,500
Fixed assets in the Capital Equipment Account	16,756	17,708	17,700 / 19,540	19,500	19,500
Small Purchase Orders and Purchase Orders sent electronically via EDI	5,140	4,169	4,100 / 3,747	3,500	3,500
Percent of office supply orders submitted via Internet	88%	91%	90% / 88%	89%	89%
Value of procurement card purchases (in millions)	\$73.10	\$74.40	\$76.00 / \$70.22	\$67.40	\$67.40
Rebates and incentives received	\$1,773,876	\$2,024,732	\$2,035,000 / \$2,031,563	\$1,953,500	\$1,953,500
Assistance/help desk calls received/processed	584	485	350 / 395	350	350
Procurement Assistance and Compliance reviews completed	14	14	13 / 14	13	13

# Department of Purchasing and Supply Management

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
<b>Efficiency:</b>					
Cost per line item to maintain consumable inventory accuracy of at least 95 percent	\$4.92	\$4.93	\$4.69 / \$4.61	\$3.16	\$3.16
Cost per fixed asset to maintain at least 95 percent inventory accuracy	\$6.84	\$6.83	\$6.65 / \$6.02	\$4.72	\$4.72
Cost per \$1 of rebate received	\$0.07	\$0.06	\$0.06 / \$0.06	\$0.06	\$0.06
Average time to close each help desk call answered (hours)	1.5	1.8	2.0 / 0.8	1.0	1.0
Procurement Assistance and Compliance reviews completed per analyst	3.5	3.5	3.3 / 3.5	3.3	3.3
<b>Service Quality:</b>					
Percent of customers rating consumable inventory tracking as satisfactory or better	94%	98%	95% / 96%	95%	95%
Percent of customers satisfied with the procurement card program	95%	93%	95% / 99%	95%	95%
Percent of customers rating help desk as satisfactory or better	94%	98%	95% / 99%	95%	95%
Percent of customers stating the Procurement Assistance and Compliance review revealed areas for improvement	100%	100%	90% / 100%	90%	90%
Percent of customers stating the Procurement Assistance and Compliance review strengthened internal controls	100%	100%	90% / 89%	90%	90%
<b>Outcome:</b>					
Percent of consumable items accurately tracked	98%	99%	98% / 100%	98%	98%
Percent of fixed assets accurately tracked	97%	97%	98% / 97%	98%	98%
Percent of rebates achieved relative to plan	91.0%	113.0%	100.0% / 99.0%	100.0%	100.0%
Percent of orders transmitted via electronic commerce	88.5%	89.9%	88.0% / 89.3%	89.0%	89.0%
Percent of help desk calls closed in one day or less	96%	98%	98% / 98%	98%	98%
Percent of Procurement Assistance and Compliance reviews completed as scheduled	100.0%	100.0%	100.0% / 100.0%	100.0%	100.0%

# Department of Purchasing and Supply Management

## Performance Measurement Results

Calls to the CASPS Help Desk continue to drop, resulting in a total of 395 in FY 2009. The decrease is due to the full implementation of iCASPS, which makes the mainframe procurement system much more user-friendly for department customers. The average call closure time dropped to under 1.0 hour, exceeding the 2.0 hour goal. Staff once again closed 98 percent of FY 2009 calls in less than one day while maintaining a 99 percent customer satisfaction rate. The department has also implemented web-based training focused on improving system users' understanding and performance.

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 have grown from 82.7 percent in FY 2004 to 89.3 percent in FY 2009, creating both cost savings and process efficiencies. The department is maintaining a target of 89 percent for FY 2011.

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, were over \$2 million again in FY 2009, falling just shy of the FY 2009 performance goal as a result of the decrease in overall spending due to budget constraints.

In FY 2009, the Department of Purchasing and Supply Management exceeded the consumable inventory tracking objective by maintaining an accuracy rate of 100 percent and substantially met the fixed asset tracking objective with a rate of 97 percent. These results demonstrate the financial stewardship of the inventory management team and the department commitment to the protection of County assets.