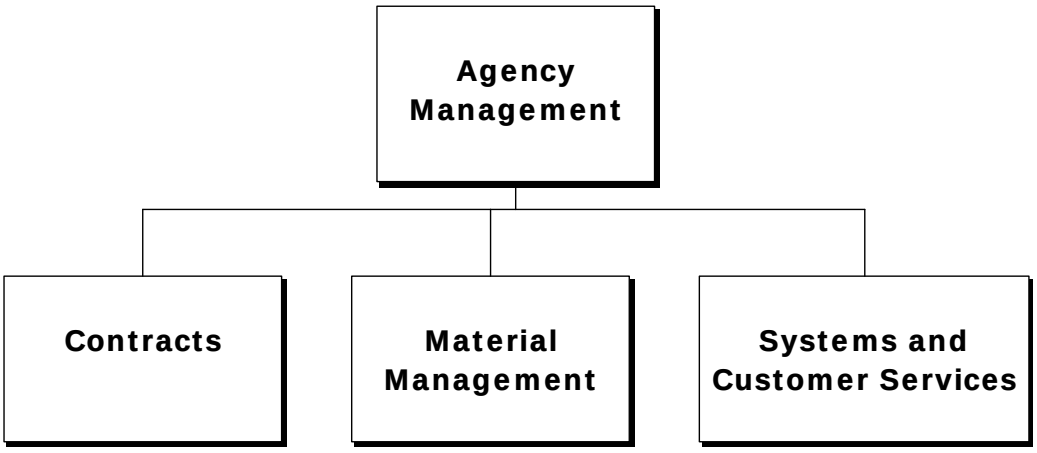
Department of Purchasing and Supply Management



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.

County departments continue to rely on contractors to provide services to support County programs. The number of competitive and non-competitive contract awards processed by the department remained relatively constant. The complexity of the work to create the contracts and the management effort required by the resulting contracts is a large focus of the workforce. The department's effort to consolidate requirements and develop strategic supply chain relationships was successful in reducing the number of contracts maintained and administered by the department. The value of orders processed by the Department of Purchasing and Supply Management rebounded to FY 2008 levels in part due to expenditure of American Recovery and Reinvestment Act (ARRA) grant funds. Expenditures with small, women-owned, and minority businesses increased to over $275 million. Response to the department's outreach program to the business community remained strong as small, women and minority-owned businesses continued to seek business opportunities with the County.

The Department of Purchasing and Supply Management is involved in acquisition and material management activities at all stages of the acquisition lifecycle. Through the work of the Systems and Customer Services Division, the department provides internal customers with support for inventory and property accounts management. The percent of consumable inventories and fixed assets accurately tracked reached 97 percent or better for the past 5 years. In FY 2010, the Systems and Customer Services Division initiated a new program for web-based auction services for the redistribution and sale of County and Fairfax County Public Schools (FCPS) excess and surplus property. Revenue under the program, running as a pilot, reached nearly $900,000 in FY 2010.

The core mission of the DPSM Warehouse is to provide 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.

In FY 2011, the operation of the County's Showmobile Program was transferred to the Fairfax County Park Authority. As part of assuming the Department of Administration for Human Services' Warehouse operations in FY 2008, DPSM assumed responsibility for this program which provides showmobile access to County departments and local organizations. The Park Authority, a large agency and the primary showmobile user, is better positioned to manage the program going forward.

In FY 2012, the department will launch the procurement and logistics modules of the new countywide enterprise resource planning software. While the short-term diversion of resources to the legacy system replacement project will create operational challenges, many business process improvements and efficiencies will be realized with the completion of this new technology tool.

DPSM continues to manage position vacancies to achieve budget reductions. Workload decreases have tempered the impact of position vacancies; however, customer satisfaction surveys continue to highlight concerns about contract processing times. In addition, position vacancies could compromise the agency's ability to monitor compliance with purchasing policies and procedures by decreasing the number of inventory audits and purchasing compliance reviews that can be performed.

Budget and Staff Resources

Agency Summary					
Category	FY 2010 Actual	FY 2011 Adopted Budget Plan	FY 2011 Revised Budget Plan	FY 2012 Advertised Budget Plan	FY 2012 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	54 / 54	54 / 54	55 / 55	55 / 55	55 / 55
Expenditures:					
Personnel Services	$3,510,773	$3,470,081	$3,450,081	$3,401,901	$3,401,901
Operating Expenses	1,774,977	1,781,604	1,853,390	1,756,273	1,756,273
Capital Equipment	0	0	0	0	0
Subtotal	**$5,285,750**	**$5,251,685**	**$5,303,471**	**$5,158,174**	**$5,158,174**
Less:					
Recovered Costs	($288,803)	($362,314)	($362,314)	($288,803)	($288,803)
Total Expenditures	**$4,996,947**	**$4,889,371**	**$4,941,157**	**$4,869,371**	**$4,869,371**
Income:					
Contract Rebates	$980,637	$980,763	$980,763	$980,763	$980,763
Total Income	**$980,637**	**$980,763**	**$980,763**	**$980,763**	**$980,763**
Net Cost to the County	**$4,016,310**	**$3,908,608**	**$3,960,394**	**$3,888,608**	**$3,888,608**

FY 2012 Funding Adjustments

The following funding adjustments from the FY 2011 Adopted Budget Plan are necessary to support the FY 2012 program. Included are all adjustments recommended by the County Executive that were approved by the Board of Supervisors, as well as any additional Board of Supervisors' actions, as approved in the adoption of the budget on April 26, 2011.

- **Employee Compensation** **$0**
  It should be noted that no funding is included for pay for performance or market rate adjustments in FY 2012.

- **Reductions** **($20,000)**
  A decrease of $20,000 reflects the following reduction utilized to balance the FY 2012 budget:

Title	Impact	Posn	SYE	Reduction
Manage Position Vacancies to Achieve Savings	The overall impact of the department's reduction strategies will increase the workload for individual department staff members. This increase in workload will result in a general increase in response time for customer needs. The department will strive to mitigate this effect by reallocating resources to programs which require the most support.	0	0.0	$20,000

Changes to FY 2011 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2011 Revised Budget Plan since passage of the FY 2011 Adopted Budget Plan. Included are all adjustments made as part of the FY 2010 Carryover Review, FY 2011 Third Quarter Review, and all other approved changes through April 12, 2011:

- **Carryover Adjustments** **$71,786**
  As part of the *FY 2010 Carryover Review*, the Board of Supervisors approved encumbered funding of $71,786 in Operating Expenses.

- **Position Changes** **$0**
  As part of the FY 2011 review of County position categories, a conversion of 1/1.0 SYE position has been made. The status of limited term positions was reviewed in light of recent changes to federal regulations related to health care and other federal tax requirements. As a result of this review a number of existing limited term positions have been converted to Merit Regular status.

- **Third Quarter Adjustments** **($20,000)**
  As part of the *FY 2011 Third Quarter Review*, the Board of Supervisors approved a net reduction of $20,000 to generate savings to meet FY 2012 requirements.

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 2010 Actual	FY 2011 Adopted Budget Plan	FY 2011 Revised Budget Plan	FY 2012 Advertised Budget Plan	FY 2012 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	5 / 5	5 / 5	5 / 5	6 / 6	5 / 5
Total Expenditures	**$541,485**	**$556,770**	**$581,056**	**$556,770**	**$556,770**

Position Summary		
1 Director	1 Management Analyst III	1 Administrative Assistant IV
1 Deputy Director	1 Management Analyst II	
TOTAL POSITIONS		
5 Positions / 5.0 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.

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.

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- 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 FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	Current Estimate FY 2011	Future Estimate FY 2012
Output:					
Formal contractual actions processed	644	628	550 / 611	550	620
Value of purchase orders, procurement card and Internet transactions processed (millions)	$661.58	$623.08	$617.00 / $631.56	$644.19	$657.08
Total dollars awarded to small and minority businesses (millions)	$281.00	$273.98	$257.27 / $275.46	$268.89	$272.27
Vendors attending monthly vendor workshop	175	244	180 / 184	180	180
Total value of office supply items purchased (in millions)	NA	NA	NA	$3.75	$3.75
Total value of green office supply items purchased (in millions)	NA	NA	NA	$1.88	$1.88
Number of items declared excess	NA	NA	NA / NA	2,500	2,500
Number of excess items redistributed	NA	NA	NA / NA	1,125	1,125
Number of items declared surplus	NA	NA	NA / NA	1,700	1,900
Number of surplus items sold	NA	NA	NA / NA	1,419	1,618
Efficiency:					
Administrative cost per formal contractual action	$77.00	$81.00	$92.00 / $83.00	$92.36	$81.93
Cost per $100 of goods or services procured	$0.15	$0.17	$0.20 / $0.17	$0.19	$0.19
Average cost to educate and assist small and minority businesses	$4.36	$4.22	$26.07 / $15.16	$15.96	$15.96
Percent of green office supply items purchased	NA	NA	NA	50.0%	50.0%
Percent of excess items redistributed	NA	NA	NA / NA	45.0%	45.0%
Percent of surplus items sold	NA	NA	NA / NA	82.0%	83.0%
Service Quality:					
Percent of contractual actions receiving valid protest	0.0%	0.2%	0.3% / 0.2%	0.3%	0.3%
Percent of customers indicating satisfaction with service	92%	96%	91% / 98%	91%	91%
Percent of small and minority businesses rating workshops as satisfactory or better	100.0%	100.0%	95.0% / 100.0%	98.0%	98.0%
Percent of customers indicating satisfaction with green office supply items	NA	NA	NA	85%	85%
Customer satisfaction with the redistribution/surplus program	NA	NA	NA / NA	95%	95%

Indicator	Prior Year Actuals FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	Current Estimate FY 2011	Future Estimate FY 2012
Outcome:					
Percent of formal contractual actions awarded without valid protest	100.0%	99.8%	99.7% / 99.8%	99.7%	99.7%
Percent change in cost to procure $100 of goods or services	(21.0%)	13.3%	17.6% / 0.0%	11.8%	0.0%
Percent of procurement dollars awarded to small and minority businesses	45.5%	49.6%	46.8% / 48.8%	46.8%	46.8%
Reduction in carbon emissions, from the purchase of environmentally preferable paper compared to the purchase of virgin paper (in pounds)	NA	NA	NA	278,000	278,000
Net surplus sales revenue	NA	NA	NA / $897,325	$898,000	$900,000
Cost of disposal of surplus property as trash (collection and landfill charges)	NA	NA	NA / NA	NA	$6,000

Performance Measurement Results

In FY 2010, the Department of Purchasing and Supply Management awarded 611 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 2010, the cost to purchase $100 of goods and services remained under the $0.20 goal, reflecting the overall productivity of the procurement staff, the return on investment in information technology, and the proceeds collected from revenue generating contracts.

The department continues to focus on education and outreach as a means to increase expenditures with small, women and minority-owned businesses. In FY 2010, the County's purchases from small, women and minority-owned businesses totaled over $275 million, or 48.8 percent of procurement dollars processed through the mainframe procurement system.

To underscore the department's commitment to "Green Procurement," in FY 2011 Agency Management developed a new set of performance indicators for this area. In FY 2012, a new Outcome indicator "Cost of disposal of surplus property as trash" has replaced a previous measure of "cost avoidance generated by the redistribution of excess property." The previous cost avoidance measure was difficult to calculate because it required assigning a subjective value to each item that was redistributed. The new measure, disposal cost, is an easily measured hard cost that should decrease as the agency expands its resource recovery program for county surplus.

Contracts

Funding Summary					
Category	FY 2010 Actual	FY 2011 Adopted Budget Plan	FY 2011 Revised Budget Plan	FY 2012 Advertised Budget Plan	FY 2012 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	22 / 22	22 / 22	23 / 23	22 / 22	23 / 23
Total Expenditures	**$1,392,331**	**$1,383,537**	**$1,396,037**	**$1,363,537**	**$1,363,537**

Position Summary					
1	Contracts Division Manager	7	Contract Specialists II	4	Assistant Contract Specialists
4	Contract Specialist Supervisors	3	Contract Specialists I	2	Administrative Assistants III
		1	Management Analyst I	1	Administrative Assistant II

TOTAL POSITIONS
23 Positions / 23.0 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 82 percent towards a long-range goal of 88 percent of total contracts.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	FY 2011	FY 2012
Output:					
Number of active contracts	2,646	2,704	2,300 / 2,420	2,400	2,450
Contractual awards processed	644	628	550 / 611	550	620
Efficiency:					
Active contracts managed per buyer staff	221.0	270.0	230.0 / 242.0	300.0	306.3
Formal contractual actions managed per buyer	40.0	35.0	30.6 / 34.0	34.4	38.8
Service Quality:					
Percent satisfaction with timeliness of process to establish a contract	77%	83%	76% / 77%	76%	76%
Percent satisfaction with the classroom training provided by DPSM	NA	NA	95.0% / 99.0%	95.0%	95.0%

Indicator	Prior Year Actuals FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	Current Estimate FY 2011	Future Estimate FY 2012
Outcome:					
Processing time in days for a RFP	NA	198.0	169.0 / 172.0	169.0	165.0
Processing time in days for an IFB	NA	114.0	103.0 / 103.0	99.0	95.0
Percentage of contracts awarded through a competitive procurement action	NA	NA	83.0% / 81.0%	82.0%	82.0%

Performance Measurement Results

In FY 2010, the Department of Purchasing and Supply Management processed $632 million in procurement volume through purchase orders, procurement card transactions and Internet orders. The processing time for an invitation for bid decreased nearly 10 percent and the processing time for a request for proposal decreased over 13 percent. This accomplishment is attributed to improved oversight and control of the work through the use of a workflow management tool.

Consistent with the division's goal to consolidate requirements and develop more strategic sourcing, the number of contracts awarded has dropped from 725 in FY 2007 to 611 in FY 2010. The number of contract actions managed per buyer has also dropped correspondingly in response to this strategy. The decrease in volume of contractual actions has also been affected by the decrease in agencies' operating budgets over the past two years.

Material Management

Funding Summary					
Category	FY 2010 Actual	FY 2011 Adopted Budget Plan	FY 2011 Revised Budget Plan	FY 2012 Advertised Budget Plan	FY 2012 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	13 / 13	13 / 13	13 / 13	13 / 13	13 / 13
Total Expenditures	**$676,155**	**$537,775**	**$527,775**	**$537,775**	**$537,775**

Position Summary			
1	Property Operations Manager	2	Material Mgmt. Specialists III
1	Material Management Supervisor	9	Material Management Drivers

TOTAL POSITIONS
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 6.0 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 the Department of Neighborhood and Community Services' Disability and Inclusion Activities and Resources division, 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 90 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 41 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 45 percent of material collected.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	FY 2011	FY 2012
Output:					
Pick-up and redistribution requests received annually	2,086	1,902	1,800 / 1,842	1,620	1,440
Number of books transferred annually	NA	6,646,400	6,064,500 / 6,076,000	5,984,860	5,895,087
Number of excess property items picked-up	NA	NA	1,200 / 3,092	1,500	1,200
Efficiency:					
Administrative processing cost for a pick-up or redistribution request	$4.57	$5.16	$5.45 / $5.33	$6.06	$6.82
Transfer cost per book	NA	$0.039	$0.046 / $0.044	$0.044	$0.047
Cost to fulfill a request for pick-up or delivery of excess property	$97.54	$119.17	$128.26 / $113.02	$163.95	$191.28
Service Quality:					
Percent of customers indicating satisfaction with Warehouse pick-up and redistribution services	96%	96%	95% / 98%	95%	95%
Percentage of books transferred within 1 working day	NA	100.0%	98.0% / 100.0%	98.0%	98.0%
Percentage of customers indicating satisfaction with the process for obtaining excess property	96%	95%	95% / 100%	95%	95%

Indicator	Prior Year Actuals FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	Current Estimate FY 2011	Future Estimate FY 2012
Outcome:					
Percent of pick-up and redistribution requests processed within 5 days of receipt of request	91%	96%	95% / 87%	90%	90%
Percentage of annual library circulation transferred by DPSM	NA	48%	47% / 41%	41%	41%
Percentage of excess property transported to the warehouse redistributed	NA	NA	75.0% / 45.0%	45.0%	45.0%

Performance Measurement Results

In FY 2010, the volume of excess property items picked up by the Material Management Division was over 240 percent higher than estimated due to several facility renovations. However, because many items from those facilities were determined to be unsuitable for reuse, the division's success in redistributing excess property fell to 45 percent. In addition, some of the items that traditionally were collected and redistributed by the warehouse, were redistributed or sold via the Systems and Customer Services division's new, web-based auction tool. Due to increased use of the new online tool, the redistribution rate for warehouse collected items is expected to remain in the 45 percent range. Nonetheless, customer satisfaction with the program achieved 100 percent. The cost to fulfill a request for pick up or delivery of excess property is expected to increase in FY 2012 as the calculation of this cost has been revised to include transportation costs.

In support of its largest internal customer, the Fairfax County Public Library, the division successfully transferred over 6 million books in FY 2010. The transfer cost per book remains under $0.05 each.

Systems and Customer Services

Funding Summary					
Category	FY 2010 Actual	FY 2011 Adopted Budget Plan	FY 2011 Revised Budget Plan	FY 2012 Advertised Budget Plan	FY 2012 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	14 / 14	14 / 14	14 / 14	14 / 14	14 / 14
Total Expenditures	**$2,386,976**	**$2,411,289**	**$2,436,289**	**$2,411,289**	**$2,411,289**

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
TOTAL POSITIONS		
14 Positions / 14.0 Staff Years		

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 Document Management System, the Electronic Data Interchange (EDI) system, the office supplies 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 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	FY 2011	FY 2012
Output:					
Line items carried in Consumable Inventory Account	12,956	12,913	12,500 / 12,348	12,500	12,500
Fixed assets in the Capital Equipment Account	17,708	19,540	19,500 / 20,289	20,000	22,000
Small Purchase Orders and Purchase Orders sent electronically via EDI	4,169	3,747	3,500 / 4,874	4,500	3,500
Percent of office supply orders submitted via Internet	91%	88%	89% / 92%	85%	89%
Value of procurement card purchases (in millions)	$74.40	$70.22	$67.40 / $67.09	$67.40	$67.40
Rebates and incentives received	$2,024,732	$2,031,563	$1,953,500 / $2,021,703	$1,962,500	$1,962,500
Assistance/help desk calls received/processed	485	395	350 / 290	275	350
Procurement Assistance and Compliance reviews completed	14	14	13 / 13	9	13

Indicator	Prior Year Actuals FY 2008 Actual	FY 2009 Actual	FY 2010 Estimate/Actual	Current Estimate FY 2011	Future Estimate FY 2012
Efficiency:					
Cost per line item to maintain consumable inventory accuracy of at least 95 percent	$4.93	$4.61	$3.16 / $3.20	$2.30	$2.30
Cost per fixed asset to maintain at least 95 percent inventory accuracy	$6.83	$6.02	$4.72 / $4.53	$2.00	$1.82
Cost per $1 of rebate received	$0.06	$0.06	$0.06 / $0.06	$0.04	$0.04
Average time to close each help desk call answered (hours)	1.8	0.8	1.0 / 0.3	1.0	1.0
Procurement Assistance and Compliance reviews completed per analyst	3.5	3.5	3.3 / 3.3	3.0	3.3
Service Quality:					
Percent of customers rating consumable inventory tracking as satisfactory or better	98%	96%	95% / 98%	95%	95%
Percent of customers satisfied with the procurement card program	93%	99%	95% / 95%	95%	95%
Percent of customers rating help desk as satisfactory or better	98%	99%	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%	89%	90% / 100%	90%	90%
Outcome:					
Percent of consumable items accurately tracked	99%	100%	98% / 100%	98%	98%
Percent of fixed assets accurately tracked	97%	97%	98% / 98%	98%	98%
Percent of rebates achieved relative to plan	113.0%	99.0%	100.0% / 103.5%	100.0%	100.0%
Percent of orders transmitted via electronic commerce	89.9%	89.3%	89.0% / 90.9%	89.0%	89.0%
Percent of help desk calls closed in one day or less	98%	98%	98% / 99%	98%	98%
Percent of Procurement Assistance and Compliance reviews completed as scheduled	100.0%	100.0%	100.0% / 100.0%	100.0%	100.0%

Performance Measurement Results

The Systems and Customer Services Division activities relating to program control and oversight substantially achieved all targeted outcomes. The audit functions in the consumable and fixed asset programs and the procurement program produced exceptional results, including the number of audits performed and customer satisfaction with the programs.

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 supplies contract, were over $2 million again in FY 2010, exceeding the goal by 3.5 percent.