



## **CONTRACT & PURCHASING SERVICES DIVISION ANNUAL REPORT FOR FISCAL YEAR 2012/2013**

*Submitted to:*

*Bradley J. Hudson, County Executive*

*and*

*The Members of the Board of Supervisors*

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*Jimmie Yee, 2<sup>nd</sup> District*

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**Purchasing Agent**

**Department of General Services**

**Contract & Purchasing Services Division**

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Performance Measurements (PM): The mission of the Contract and Purchasing Services Division is to provide the most effective delivery of essential services to Sacramento County departments and special districts by:

- providing consistent, cost effective and timely procurement support to all County departments and districts,
- encouraging an environment of equal opportunity, fairness, honesty and integrity with our customers and suppliers, and
- ensuring a good return on investment of tax dollars.

In support of this mission, the Contract and Purchasing Services Division has developed four Performance Measurements that we track on a monthly basis. The annual results of the measurements are included in this report.

Surveys: The Contract & Purchasing Services Division collects survey responses from internal customers and vendors on a continual basis to gauge the level of satisfaction with our customer base. We review the results on a monthly basis and follow up with our customers as needed. A summary of the survey results is included in this report.

Recycled Purchases: The County's Environmental Purchasing Policy supports the purchase of recycled and environmentally-preferred products to minimize environmental impacts relating to our work. This report contains recycled usage information for the 2012 calendar year.

Service Offerings: As part of reorganizations within the County, the Contract Services Section of MS Accounting & Fiscal Services moved to the CAPSD in May 2012. The Contract Services Section performs consulting and construction contracting services for various departments and divisions which complement the goods and services contracting services provided by the Procurement Section of CAPSD. Since the reorganization, the following changes have been implemented or are in development for the Contract Services Section:

- Work is now assigned to staff by department
- Revised processes and notified customers of new departmental responsibilities
- Cross-trained staff in consulting and contracting agreements
- Instituted bi-weekly, one-on-one meetings for information exchange
- Instituted monthly Contract Services Section staff meetings
- Instituted annual employee reviews and developed unique measurable goals
- Revising County construction guidelines manual (in progress)
- Developing County construction training for project managers (in progress)
- Streamlined processes for construction bid submissions, award and protests
- Obtained Board of Supervisors approval for various signature authorities

## CAPSD Annual Report Fiscal Year 2012/2013

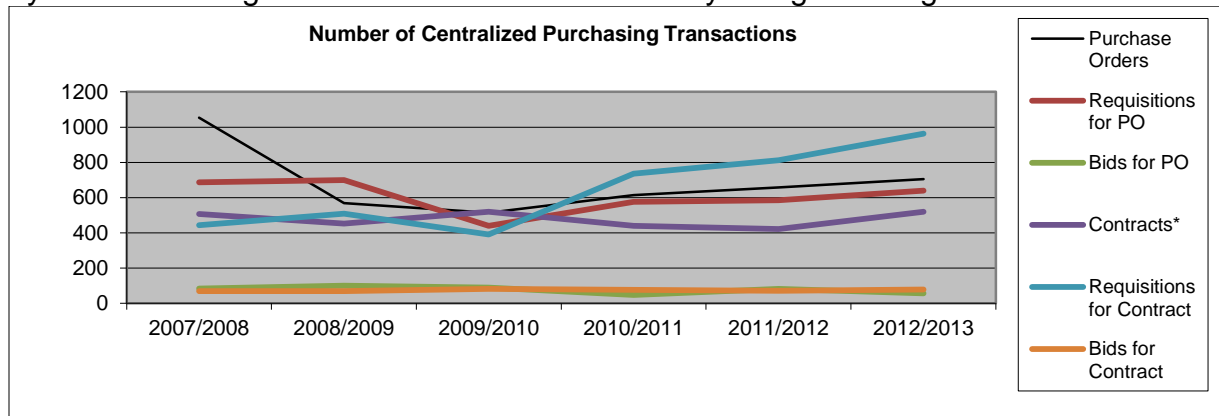
**Accomplishments:** The Contract & Purchasing Services Division is committed to providing a high level of service to our customers and, as such, we are continually looking to improve processes and procedures. A small sampling of some of our accomplishments during FY 2012/2013 is included in this report.

### Statistics

The following table and graphs report on contracting activity by the Contract & Purchasing Services Division.

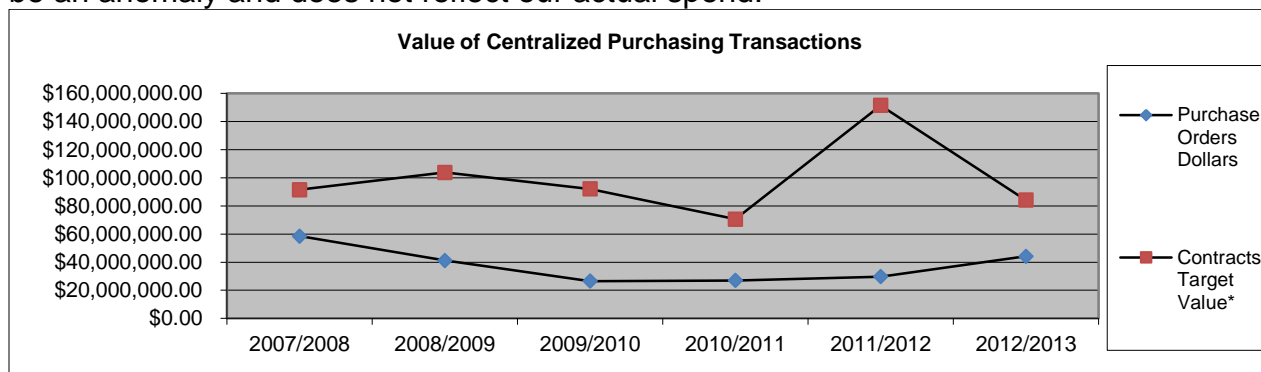
	2012/2013		2011/2012	
<b>Purchase Order</b>	<b>Qty.</b>	<b>Dollar Value</b>	<b>Qty.</b>	<b>Dollar Value</b>
Purchase Orders	<b>704</b>	<b>\$44,126,082.14</b>	<b>658</b>	<b>\$29,735,181.69</b>
Requisitions	<b>639</b>		<b>585</b>	
Formal Bids	<b>56</b>		<b>81</b>	
<b>Contracts</b>				
Contracts*	<b>440</b>	<b>\$84,142,047.06</b>	<b>422</b>	<b>\$151,487,940.74</b>
Requisitions	<b>962</b>		<b>812</b>	
Bids	<b>78</b>		<b>70</b>	

The following table shows the number of transactions by document type for the past six fiscal years. The total number of central purchase orders issued by CAPSD staff peaked in FY 2007/2008 and dropped in the following two years, but has been on the rise for the past three years. The number of requisitions processed has been on the rise for the past six years, with a small dip in 2009/2010. More recently we have seen a significant increase in the number of requisitions. We are keeping a close eye on this change to determine if it is an anomaly or sign of a significant trend.



### **Statistics, continued**

The chart below shows the dollar value of purchase orders and contracts issued by CAPSD staff over the past six fiscal years. This shows the trend of increased spend on one-time purchase orders annually since FY 2009/2010, which coincides with the County's overall budget trend over the same years. In FY 2011/2012 there was a dramatic increase in the "target" value for newly issued contracts, which appears to be an anomaly and does not reflect our actual spend.



\* The dollar amounts for contracts are the estimated total expenditures for the initial term of the contract (not FY 2012/2013). Actual expenditures against contracts for FY 2012/2013 are listed below under document type CSO.

The following table and graphs report on purchase activity delegated to County Departments. The number of transactions and dollars increased slightly (approximately 6%), and the percentage of spend against negotiated contracts versus one-time purchase orders has remained very high (over 60%). This is a favorable indication that a large proportion of County spend is being conducted against competitively-bid or negotiated contracts instead of one-time purchases which carry a higher transaction cost.

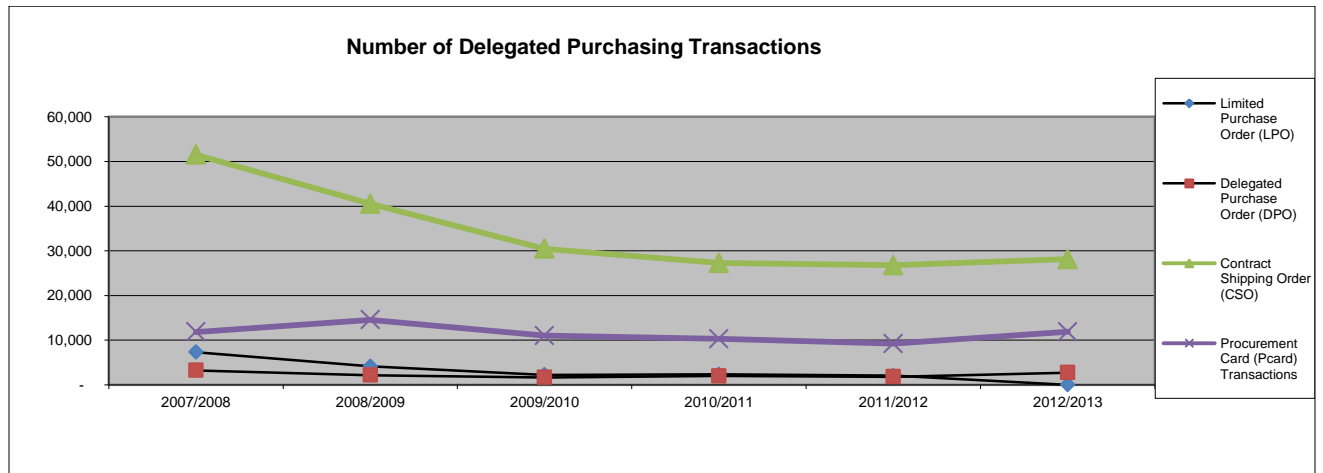
<b>Delegated Document Type</b>	<b>2012/2013</b>		<b>2011/2012</b>	
	<b>Qty.</b>	<b>Dollar Value</b>	<b>Qty.</b>	<b>Dollar Value</b>
Limited Purchase Order (LPO)**	0	0	2,037	\$280,143.70
Delegated Purchase Order (DPO)**	2,708	3,065,698.18	1,797	\$2,888,687.62
Contract Shipping Order (CSO)	28,125	120,308,228.63	26,760	\$113,378,816.07
Procurement Card (Pcard) Transactions	11,862	2,212,929.34	9,194	\$1,623,895.00
<b>Grand Total**</b>		<b>\$123,373,926.81</b>		<b>\$116,545,647.39</b>

\*\* The Limited Purchase Order (LPO) and Department Field Order (DFO) programs were combined into the Delegated Purchase Order (DPO) program at the beginning of the fiscal year. \*\*\*Grand Total does not include Pcard figure as Pcard purchase activity is already captured in the CSO total.

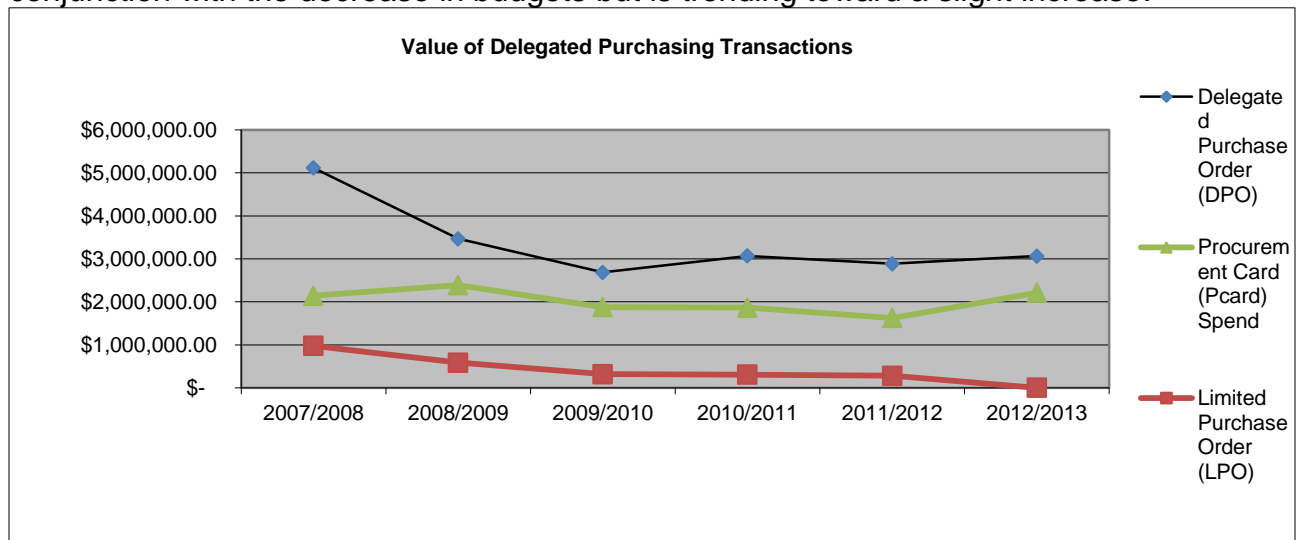


## Statistics, continued

The following chart shows the purchasing transactions processed by County Departments over the past six fiscal years on delegated purchasing programs and releases against contracts. As expected, the total number of transactions processed by Departments has decreased in conjunction with the decrease in budgets and is trending toward a slight increase.

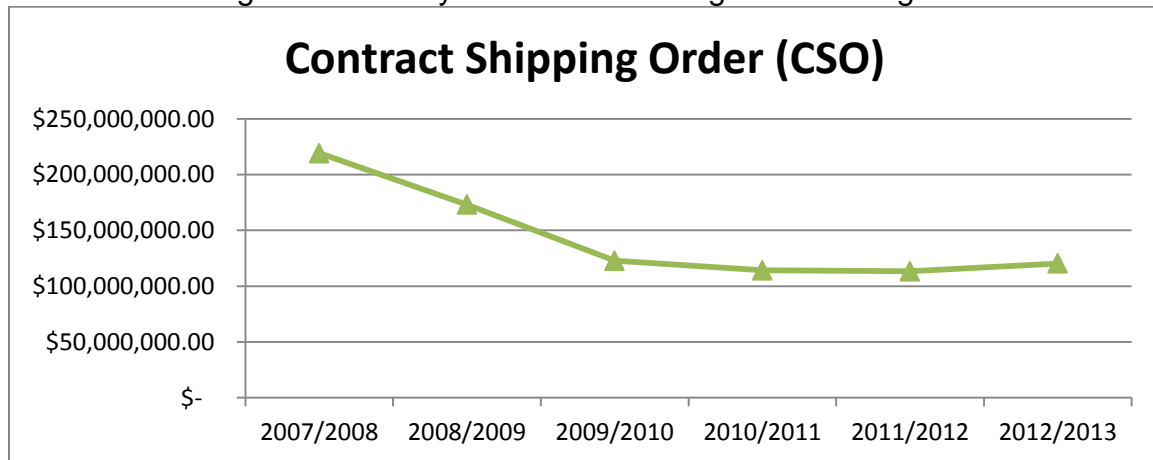


The following chart shows the dollar value of the purchasing transactions processed by County Departments over the past six fiscal years on delegated purchasing programs excluding releases against contracts. As expected, the total value of transactions processed by Departments has decreased in recent years in conjunction with the decrease in budgets but is trending toward a slight increase.



**Statistics, continued**

The following chart shows the dollar value of the releases against supplies and services contracts (contract shipping orders). As expected, the total value of transactions processed by Departments has decreased in conjunction with the decrease in budgets in recent years but is trending toward a slight increase.



The tables below and the graph on the following page report the total dollar value of all purchases issued via COMPASS under the Purchasing Agent's Authority, including Purchase Orders, Delegated Purchase Orders (DPOs), Procurement Cards (Pcards), and Contract Shipping Orders for the FY 2012/2013 Reporting Period. The total value of Purchase Orders increased slightly. There was a notable increase (about 15%) in total spend compared to FY 2011/2012.

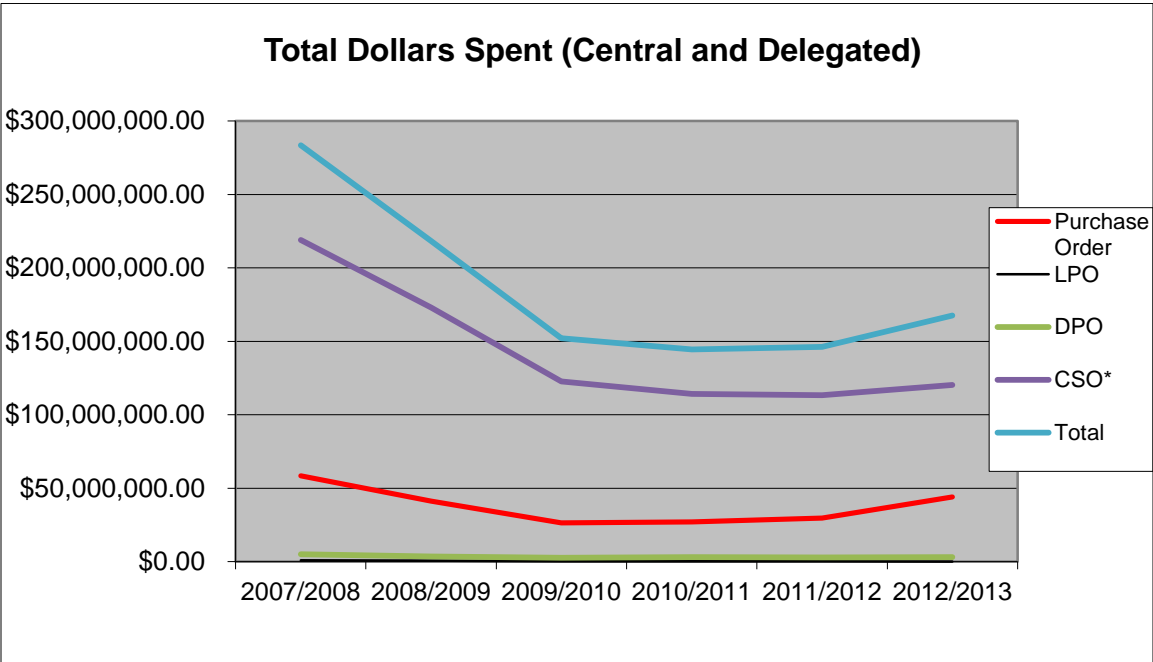
2012/2013	Purchase Order	DPO*	CSO**	Total
Purchasing Division POs	\$44,126,082.14			\$44,126,082.14
Department POs		3,065,698.18	120,308,228.63	\$123,373,926.81
Total Dollar Value				\$167,500,008.95

**Previous Fiscal Year Data**

2011/2012	Purchase Order	LPO*	DFO*	CSO**	Total
Purchasing Division POs	\$29,735,181.69				\$29,735,181.69
Department POs		\$280,143.70	2,886,687.62	113,378,816.07	\$116,545,647.39
Total Dollar Value					\$146,280,829.08

*\*The Limited Purchase Order (LPO) and Department Field Order (DFO) programs were combined into the Delegated Purchase Order (DPO) program at the beginning of the fiscal year. \*\*includes Pcard purchases*

**Statistics, continued**

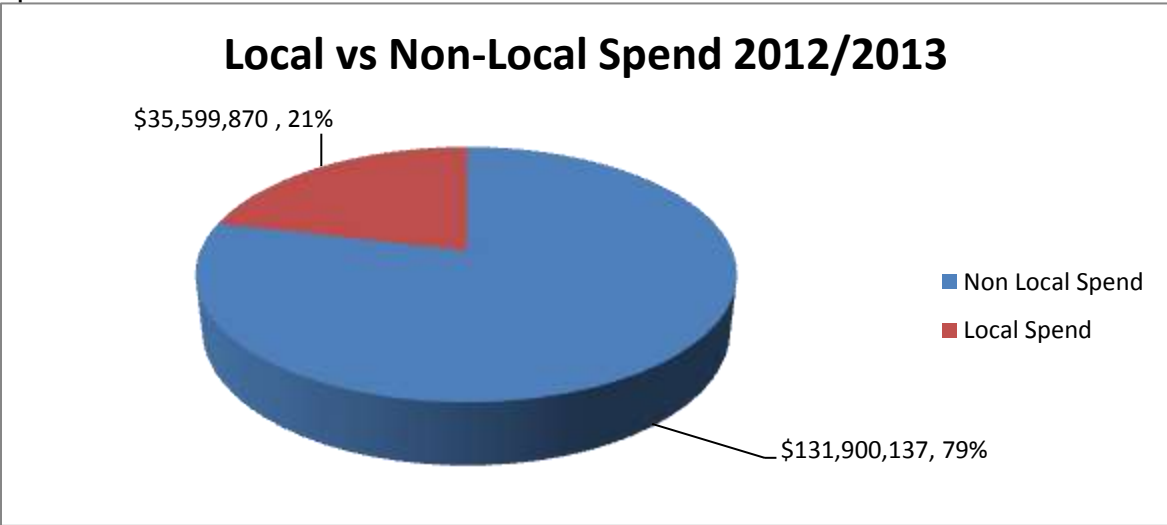


*\*includes Pcard purchases*

*Note: The Limited Purchase Order (LPO) and Department Field Order (DFO) programs were combined into the Delegated Purchase Order (DPO) program at the beginning of the fiscal year.*

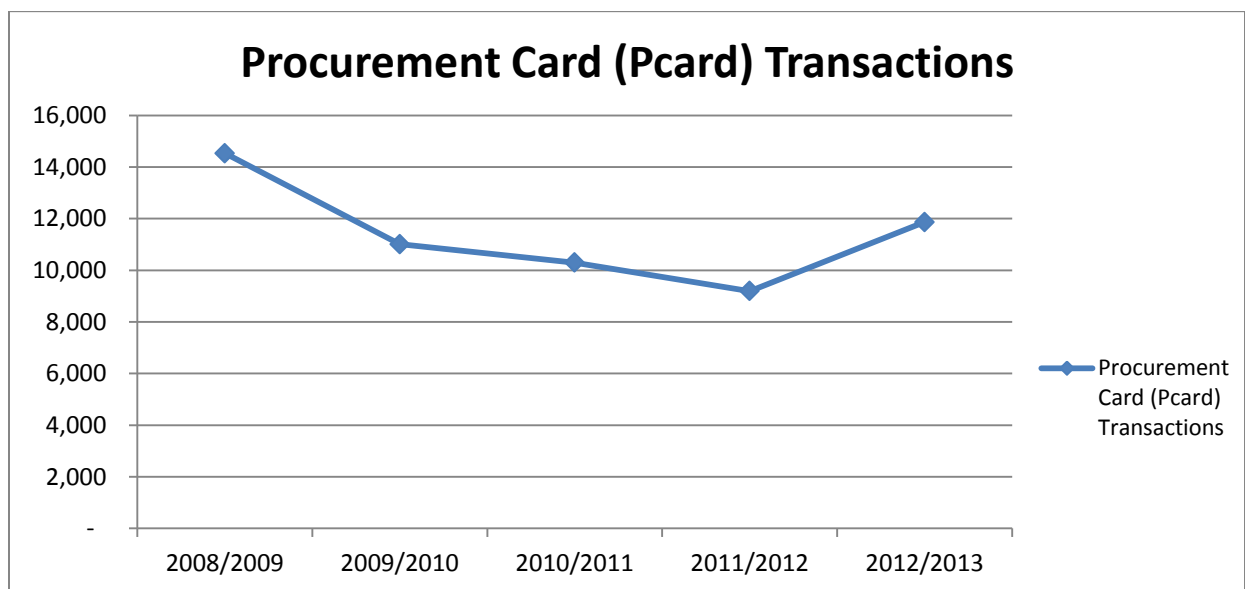
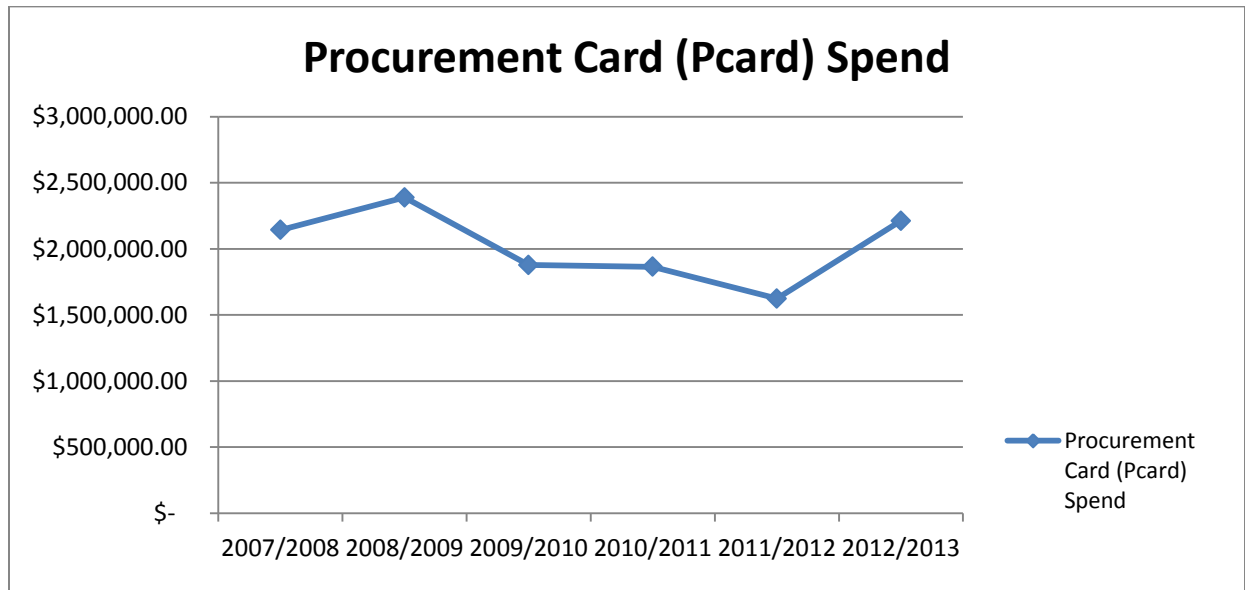
**Local Vendor Spend**

The following chart shows the percentage of local (21%) and non-local (79%) spend



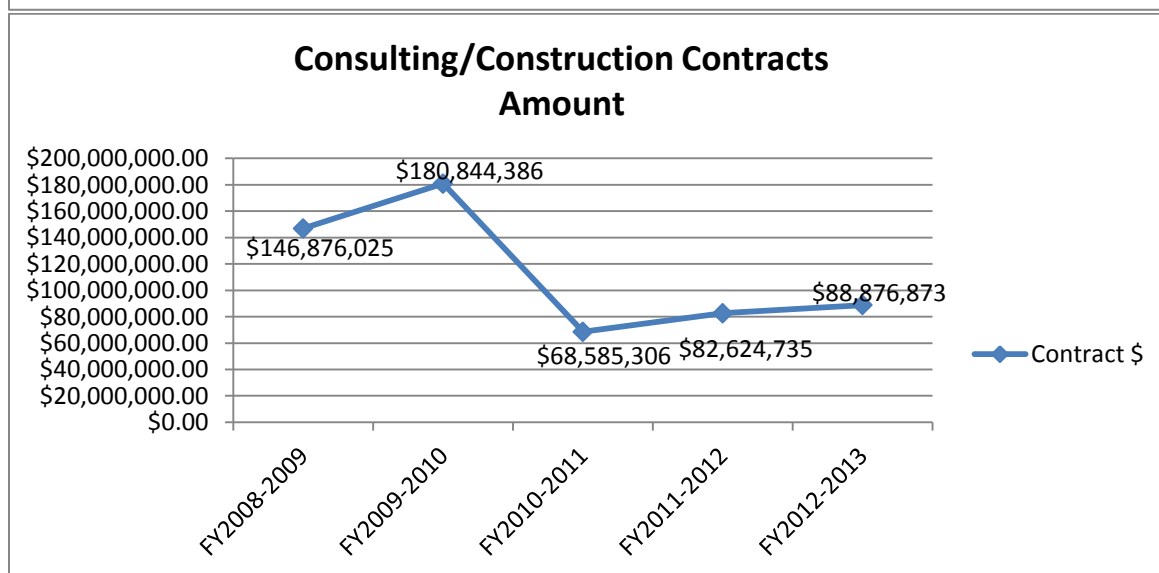
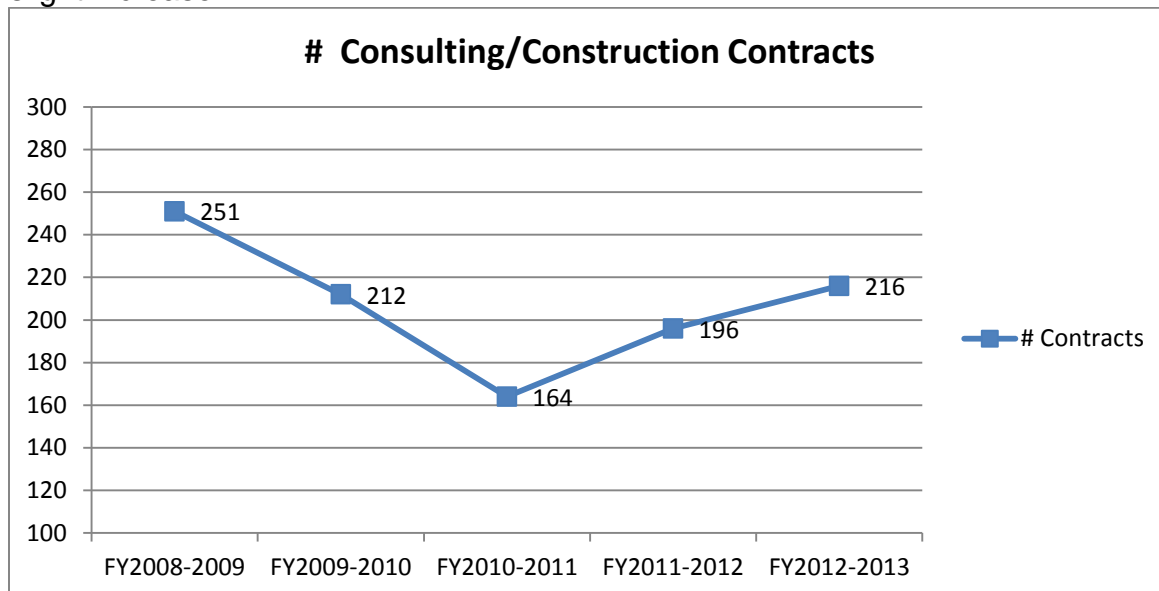
**Statistics, continued**

The Procurement Card (Pcard) Program is one of two delegated purchasing programs available to departments to efficiently procure low-cost items. As expected, the total value and number of transactions processed by departments has decreased in conjunction with the decrease in budgets in recent years but is trending toward a slight increase.



**Statistics, continued**

The Contract Services Section of CAPSD handles construction and consulting services contracts either approved by the Board of Supervisors or executed by certain Department Heads utilizing the contracting authority covered under Section 2.61 of the County code. The two charts below show the number of contracts and value of contracts processed through the Contract Services Section over the past five fiscal years. As with the supplies and services contracts listed previously in this report, the total number and value of transactions processed decreased in conjunction with the decrease in budgets in recent years but is trending toward a slight increase.

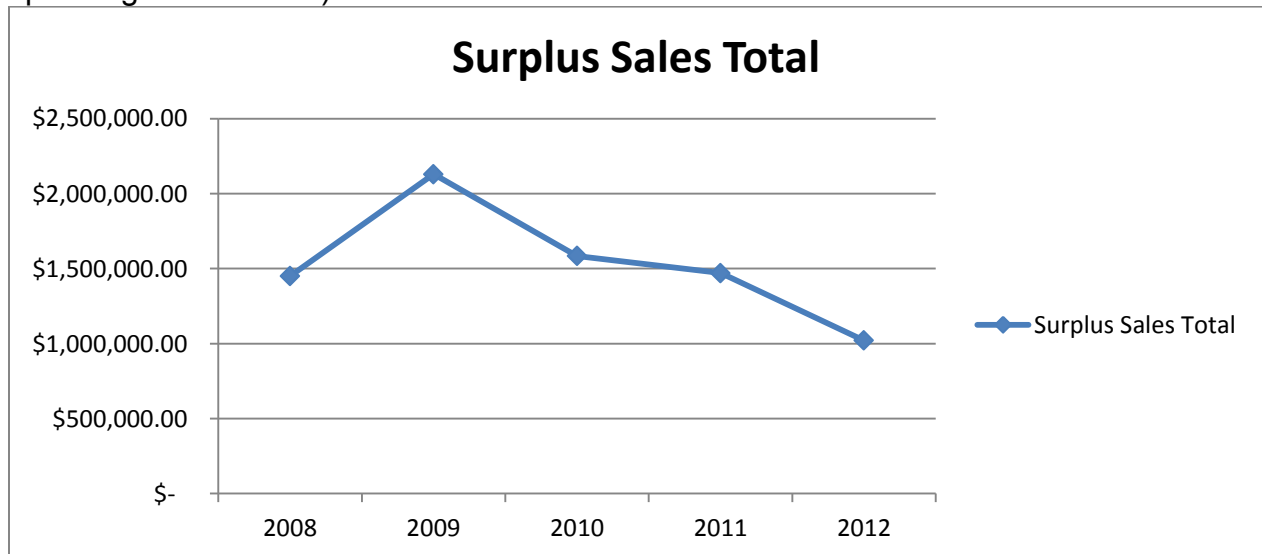


**Statistics, continued**

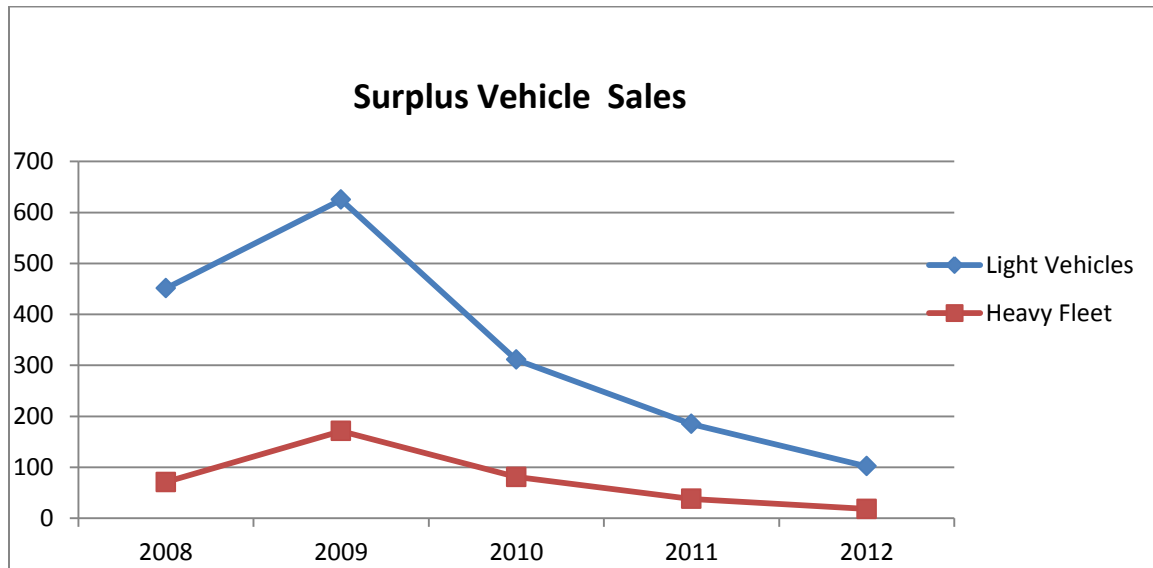
**Surplus Property:** Surplus Property redistributes, recycles, or sells surplus County supplies and equipment. Below is a listing of the amount of revenue returned to departments for the equipment and supplies sold on their behalf. Over \$1M was returned to county departments and special districts for the 2012 calendar year.

Department	Amount
Ag Commission	\$ 18,850.00
Airports	\$ 59,328.61
Capital Construction Fund	\$ 37,277.47
Coroner	\$ 1,009.99
DGS	\$ 1,215.00
DHHS	\$ 2,676.99
DWMR	\$335,914.00
Fleet	\$363,316.78
Probation	\$ 3,827.00
Sheriff	\$ 16,737.50
Sunrise Parks & Recreation District	\$ 1,616.00
Other/Recycle Sales	\$ 22,012.71
<b>Total Review for 2012/2013</b>	<b>\$1,021,432.02</b>

The charts below and on follow page show the total surplus revenue generated and number of vehicles sold for the past 5 years. Surplus sales reporting is done on a calendar year basis. It is interesting to note the correlation between the amount of surplus sales and the low budget years (surplus sales spike when the budget and spending “bottom out”).



**Statistics, continued**



**Organization Chart and Staffing**

The Contract & Purchasing Services Division currently has 16 FTEs which is an increase of 1 FTE from the previous FY. A Contract Services Officer was funded in FY 2012/13 to provide support to the Procurement Opportunities Program so more focus could be provided on fostering the local small business community. The three Administrative Services Officers added to CAPSD in 2011/12 were a result of reorganizational changes. The three ASOs were previously providing contracting services in Municipal Services Agency, Accounting and Financial Services. The chart below shows staffing levels for the previous three years.

	July 1, 2011	July 1, 2012	July 1, 2013
Purchasing Agent	1	1	1
Contract Services Manager I	1	1	1
Senior Contract Services Officer	6	6	6
Contract Services Officer, Level II	3	3	4
Contract Services Specialist	0	0	0
Clerical Supervisor	0	0	0
Senior Office Assistant	1	1	1
Office Assistant II	0	0	0
Administrative Services Officer II	0	3	3
<b>Total FTE</b>	<b>12</b>	<b>15</b>	<b>16</b>

**Process Improvements**

**CAPSD Work Plan**

In 2006, staff developed a CAPSD Work Plan that initially documented more than 70 items/tasks/process improvement initiatives. Over 100 items have been completed since 2006, four of which were completed in 2012/2013. Among other things, the plan identifies the key contact person for each task, anticipated completion date, and status. Currently, the plan has over 30 outstanding items, some of which are ongoing initiatives with no completion date (such as continued participation in the on-going collaboration/focus group meetings with the City of Sacramento, SHRA, SMUD, etc.).

**Cost Savings Reporting**

One of the biggest challenges facing CAPSD is determining how to assist Departments in maximizing their budgeted dollars. In addition, CAPSD has an inherent responsibility to reduce the County’s exposure to risk. Unlike quantifiable hard dollar savings, “soft” dollar savings associated with reducing risk are difficult to measure. However, soft dollar savings contribute immensely to quantifiable hard savings. There are soft dollar savings associated with eliminating and/or reducing the risk associated with every procurement (contracts and purchase orders). These costs are related to those items in a procurement cycle that are necessary to prepare and complete a contract or purchase order, such as negotiating terms and conditions, costs, delivery and mediating vendor performance problems and, of course, reducing the County’s exposure to risk.

An added benefit of Purchasing involvement is being able to decrease the number of small orders, decrease maverick buying, and taking advantage of volume purchases. By leveraging purchasing volume, the County is able to drive down the product cost and increase hard dollar savings.

CAPSD implemented a rudimentary cost savings tracking system in May of 2008 to help record and track cost avoidance and reductions. Staff worked with the DGS IT unit to develop a more advanced, web-based, tracking system that more accurately captures and reports all cost savings. For the 2012/2013 Fiscal Year, we were able to capture over \$1,700,000 in cost savings.



**Cost Savings, continued**

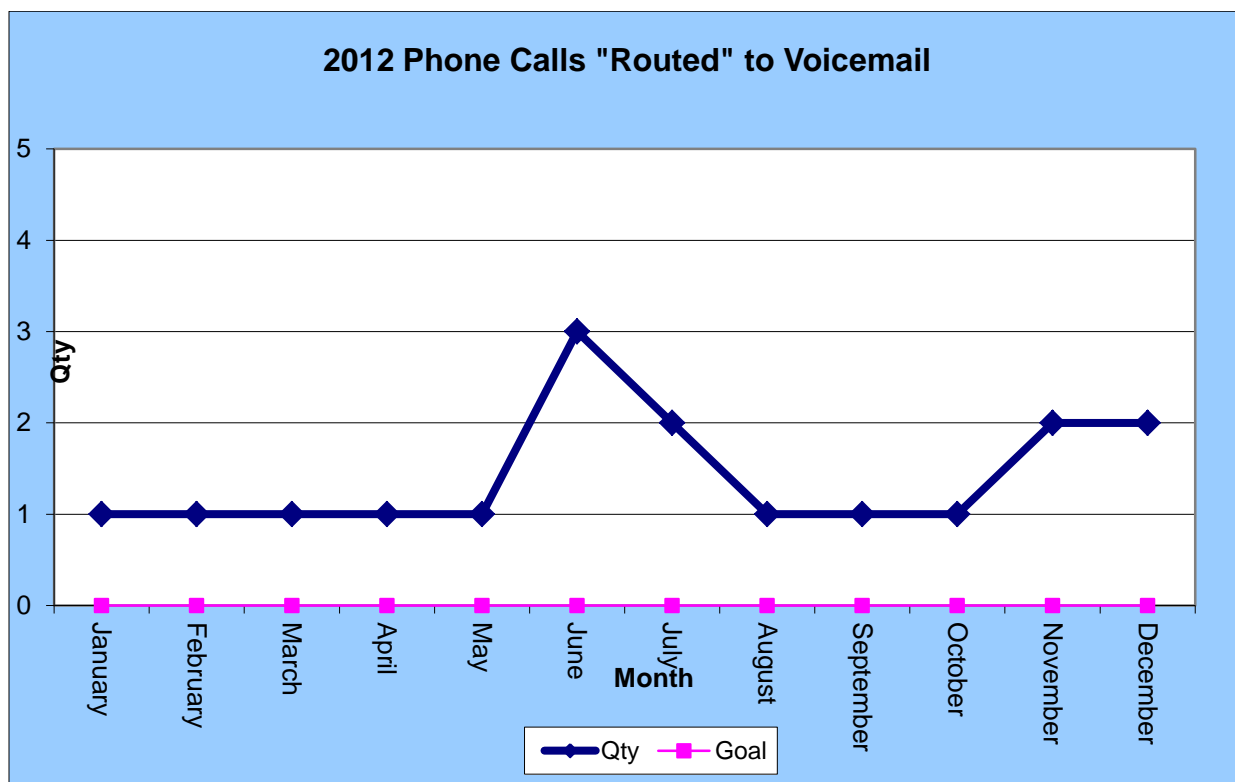
The following is a small sample of the more than \$1,700,000 savings recognized by the County due to the involvement of CAPSD staff for supplies and services.

- \$241,068.94** *Department of General Services, Fleet Services Division* - Issued competitive bid to purchase over 100 new Prius Hybrid vehicles for county fleet instead of using State contract.
- \$214,355.00** *County General* - Refuse contracts was rebid. As a result of formal competitive bidding, the county anticipates saving over \$200,000 over the five-year contract term.
- \$146,376.00** *Human Assistance* - Contracting Officer questioned the requisitioned need in several areas including the quantity (discovered that the test servers didn't need the s/w), the need for one year of Software Assurance (an odd request for a new MS product), plus the requisition included a duplicate item. Due to the diligence of the Contracting Officer, we were able to save almost \$150,000.
- \$91,870.32** *Airport* - Requisition value of \$188,000 included an Airport estimate of \$125K for purchase of a modular building and \$63K for site modifications and utilities. The PO price of \$96,129.68 is for the purchase of the modular building as a result of competitive RFB #8000 (a savings of \$125,000 - \$96,129.68 = \$28,870.32); the site modifications and utilities are being completed as a separate task under separate authorization.
- \$84,095.56** *Airport* - Contracting Officer worked with end user to modify the scope of services to obtain cost savings.
- \$69,458.40** *County General* - Janitorial service contracts (RFP7691) implemented a new 2-Level Selection Process for first 25 facilities resulting in significant savings.
- \$67,895.52** *Water Resources* - Contracting Officer noticed that vendor was overcharging for Sodium Hypochlorite; Vendor reimbursed \$33,133.29 to the SCWA and \$34,762.23 to the SRCSD (RTP).
- \$56,000.00** *DTech* - County 311 System, negotiation with successful bidder to further define scope of work resulted in significant savings.
- \$51,368.00** *County Clerk/Recorder* - Contracting Officer challenged the department's request to "sole-source" document restoration project. Project was solicited through a formal RFP. Due to formal competitive bid, pricing obtained was \$2.10/document less than sole-source proposal.
- \$47,384.12** *Fleet Services* - Budgeted amount was based on purchasing the asphalt paver through an NJPA contract (national cooperative contract). Contracting Officer determined better pricing could be obtained via competitive bid and issued RFB #7987.
- \$41,419.00** *DTech* - The software manufacturer (VMware) had only a few days left prior to expiration of a software upgrade promotion by the time DTech obtained internal approval to proceed with purchase. Contracting Officer quickly issued a two-day RFB via Public Purchase with same day award upon bid opening to achieve the savings.

### Performance Measurements

The Contract & Purchasing Services Division tracks four key indicators on a monthly basis. Performance Measurements are tracked by calendar year, not fiscal year. The annual results are as follows:

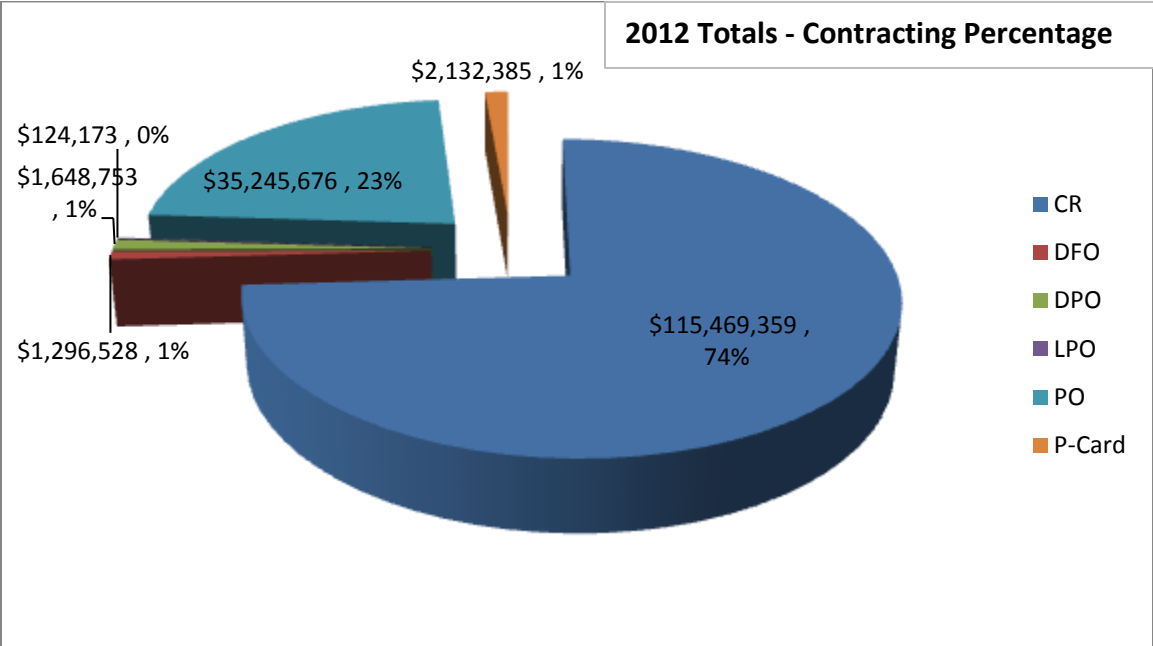
- 1) Phone Calls - To maintain the current number of calls to the 916-876-6360 telephone line (our main phone number) forwarded to voicemail during normal business (M-F, 8:00 – 5:00) hours to 0.
- 2) As indicated in the chart, we missed our goal 100% of the year which is a direct result of staff reductions. The goal was originally implemented when CAPSD had 4 FTE administrative staff available to answer incoming calls. For the past few years, we have only 1 FTE available; therefore we expect to continue missing our goal. That being said, the one FTE is doing an exceptional job of minimizing calls that are not answered "live".



**Performance Measurements, continued**

- 3) Contracting Percentage – The objective is to increase the percentage of purchases made against contracts (CR) by County personnel, compared to overall spend (including delegated programs, such as LPO and DFO, and one-time purchases (PO), and increase the number of County contracts. The PM is to maintain the contract related purchasing (contract shipping order volume) at a level greater than 75% of County’s overall spending that is processed by the Purchasing Agent’s authority.

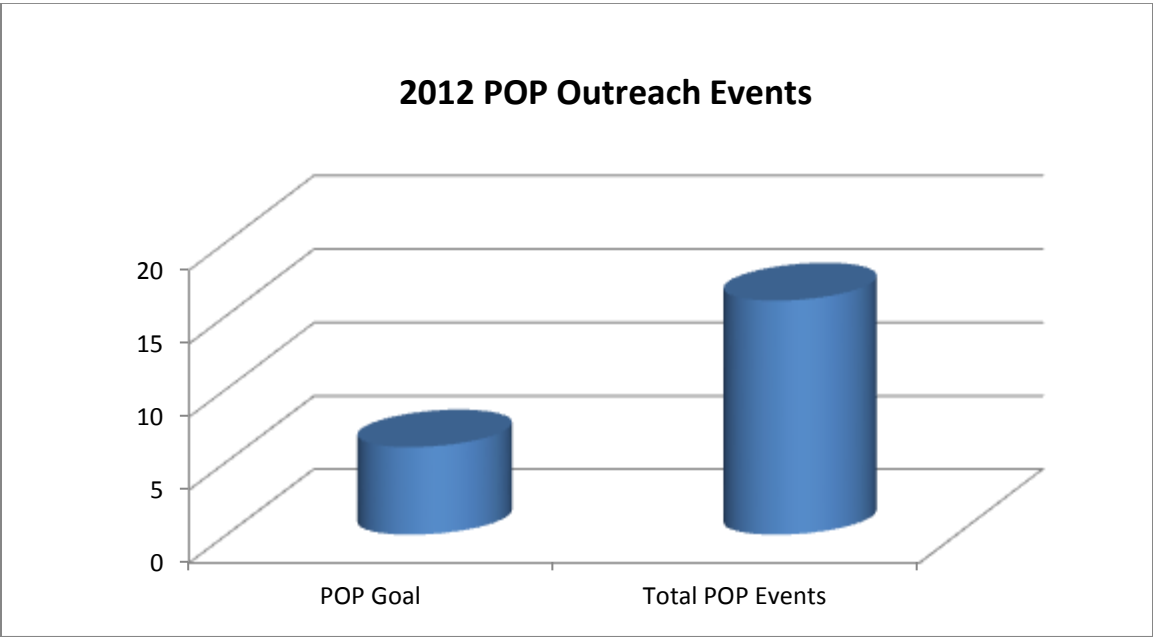
As indicated in the chart, we came within 1% of achieving our goal.



**Performance Measurements, continued**

- 4) Participation in Small Business Outreach Events – Objective is to increase the County’s presence with the local vendor community and increase amount of outreach events attended each year by one with a target of six (6) events.

As indicated in the chart, staff far exceeded its goal of attending 17 events in 2012. CAPSD management and staff understand the importance of building and fostering relationships with the local, small business community. Through its partnership and involvement with several local chambers and small business organizations, CAPSD continues to maintain a presence with, and help educate local businesses. With the recent funding of an FTE to focus on local small business outreach events, I anticipate a marked increase for 2013.

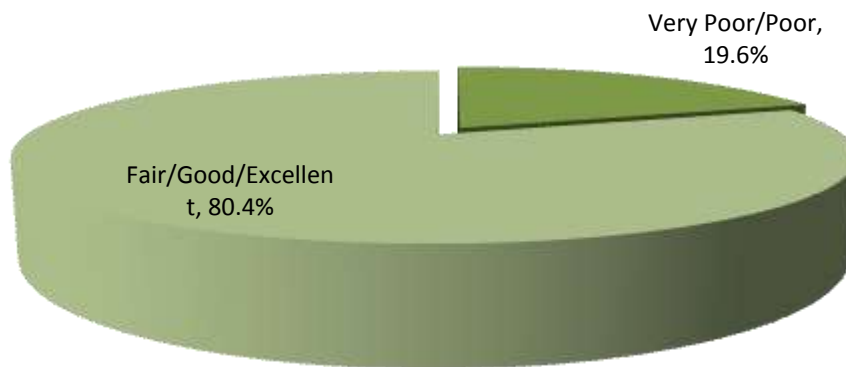


**Performance Measurements, continued**

**Survey Results**

In 2006, CAPSD implemented several Performance Measurements, one of which is the level of customer satisfaction. The goal is to provide prompt and efficient purchasing services to County Agencies and Departments. The Department of General Services solicited feedback from its internal customers via the ISIS (external consulting firm) survey and the results became our baseline for measuring improvement. At that time, the survey showed that 13% of the customers surveyed were either dissatisfied or extremely dissatisfied with the level of service from the CAPSD. Our goal is to increase overall customer satisfaction with CAPSD (from 2006 CAPSD survey results) by decreasing the (baseline) negative response by 3% annually, from 13% of “dissatisfied” or “extremely dissatisfied” toward a target of 5% or less. Therefore, the goal for our 2012 survey was to have 5% (or less) negative responses. We missed our goal with a negative response rate of approximately 20%, as illustrated below. These figures are a result of only seven survey responses received during 2012, and we believe this may not accurately reflect the satisfaction rate of our internal customer. Seven responses are not enough to indicate an overall trend (either positive or negative). Staff is looking at ways to improve the response rate for our surveys.

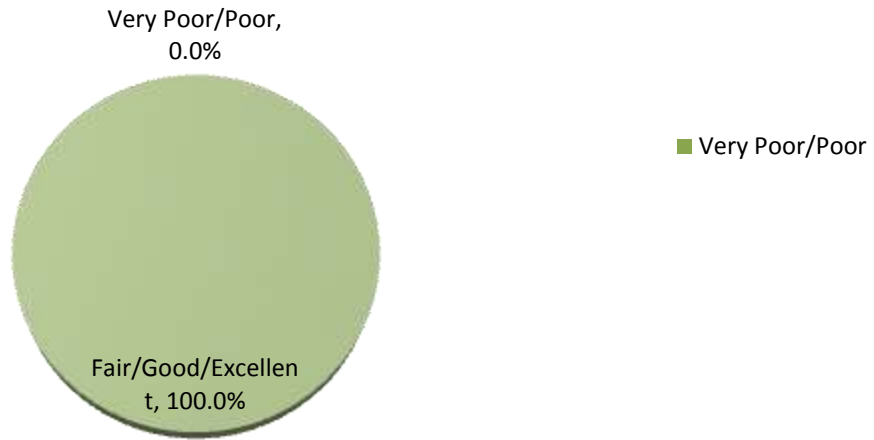
**Summary of 2012 Internal Survey**



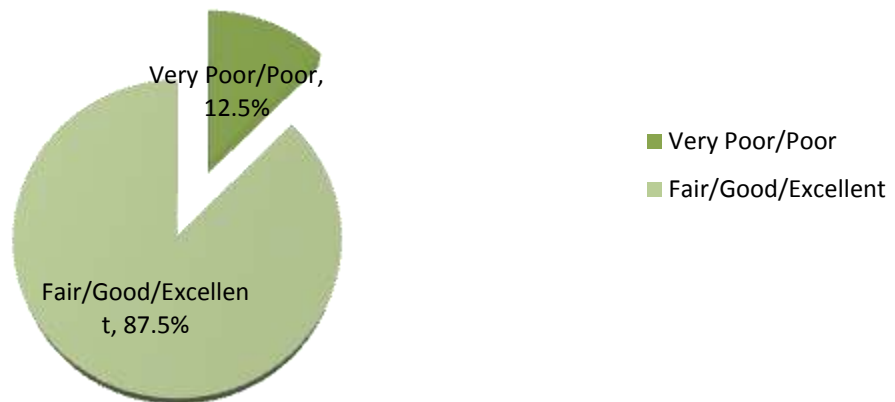
**Survey Results, continued**

The internal customer survey asks several pointed questions. The following graphs display the results of the questions:

**Staff is knowledgeable and helpful**



**Staff is prompt**

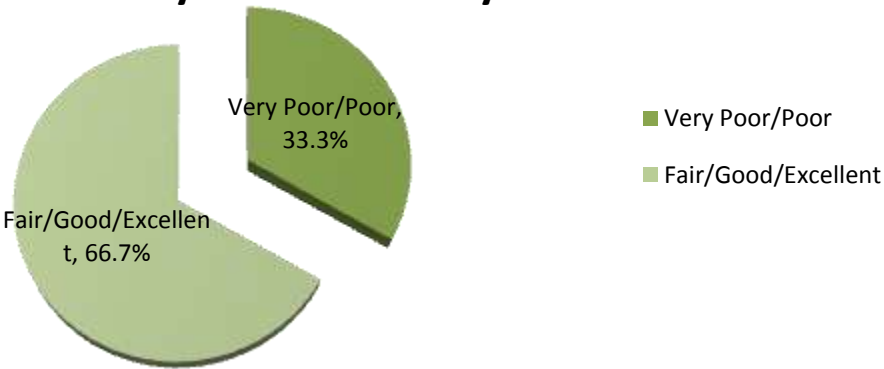


Survey Results, continued

**Staff find or negotiates good pricing**

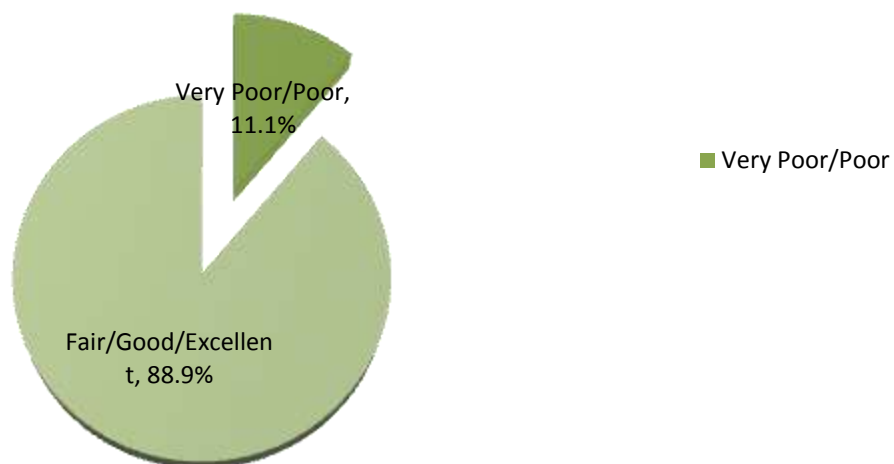


**Staff resolves contract problems quickly, fairly and effectively**

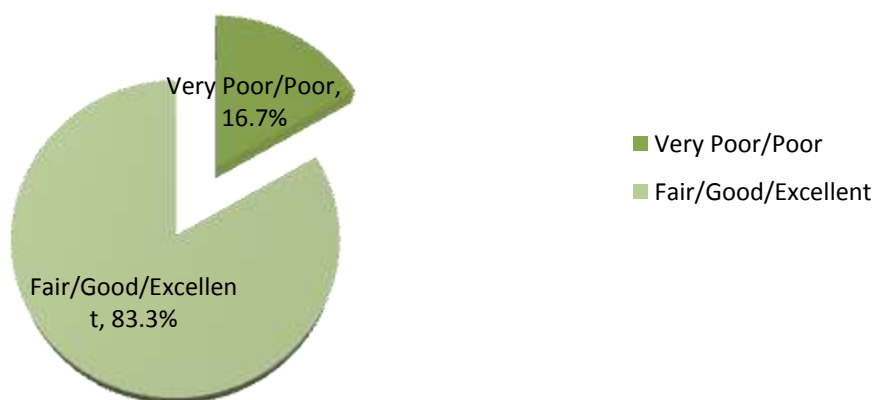


Survey Results, continued

**Purchasing training is thorough and well presented**



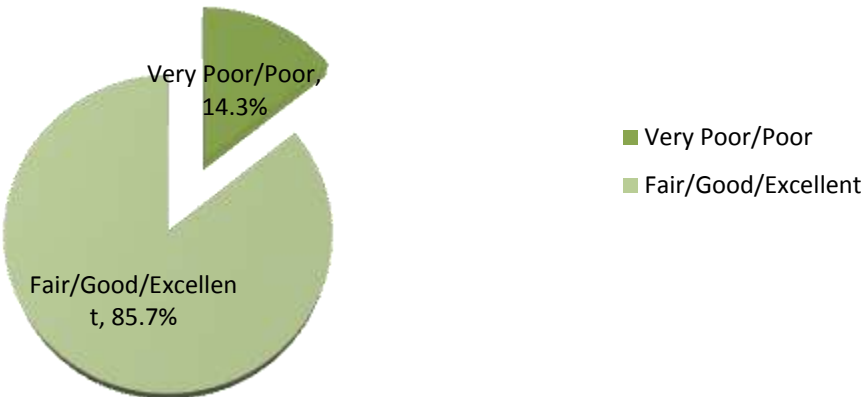
**The Pcard is a usefull tool**



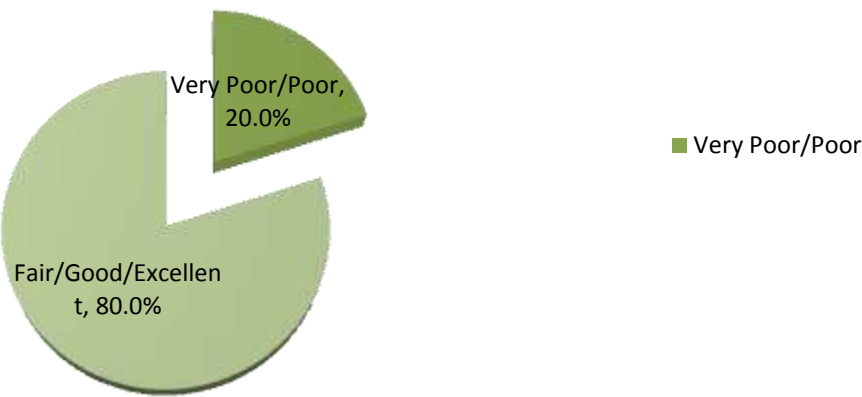


**Survey Results, continued**

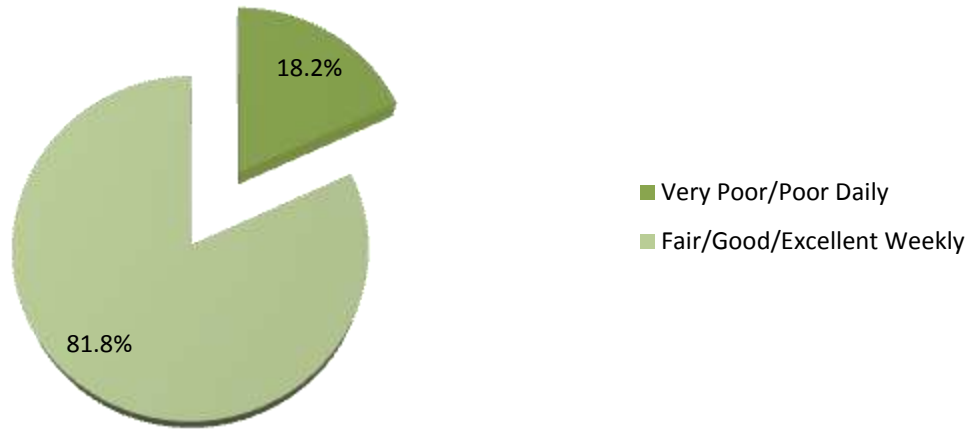
**The DPO Program is a useful tool**



**The CSO is a usefull tool**



### Overall Quality and Value of CAPSD



In addition to the standard questions asked in the survey, customers have the opportunity to provide “free form” comments. Below are the comments and feedback received from internal customers.

- *Jesse Rosario was very helpful and quick about responding to my need for changes with PA81036681. Overall the staff at Contract and Purchasing Services are helpful, efficient, and friendly. Thank you.*
- *You folks are always a great help!*
- *Thank you for having a survey, I regret not understanding how to work well with purchasing. I hope to find some training materials to improve how I work with your staff. Respectfully Yours.*
- *I never have had problems or misc questions that was not addressed and answered well and in details. It truly becomes educational training on my part, that makes me able to undertake recurring incidents properly.*
- *I find it interesting that all County Departments have faced reductions yet still meet the needs of their customers, with the exception of Purchasing. The amount of emails that go out talking about how overworked you are in disheartening as we are ALL backlogged, yet, still must do our jobs, in a timely manner. You all are constantly making excuses for not taking care of business with quick turnaround times.*
- *It is very difficult to purchase any type of computer related items from contracts. All quotes must be sent to him for approval/review. This is incredibly inconvenient to the departments especially if there is a rush.*

**Environmental/Green Purchasing (2012 Calendar Year)**

The overall trend for recycled content materials was down from 61% to 57% for calendar year 2012. Notable reasons for this include:

- The use of recycled content copy paper decreased 3% and the use of virgin copy paper increased 3% from 2011 to 2012. This is to be expected as the price for virgin paper is lower; \$2.62 per ream versus \$3.23 per ream for recycled content paper.
- The use of re-refined motor oil remains at a low 3% of total multi-weight oil usage. Again, at the start of the program in 2001, re-refined motor oil was less expensive than virgin oil by approximately \$0.040 per gallon. Today re-refined oil is up to \$1.05 more per gallon than virgin oil.
- The use of recycled content janitorial supplies such as multi-fold towels, facial tissue and toilet paper remains strong, increasing from 98% in 2011 to 99% in 2012.
- Reprocessing of scrap tires decreased 20% from 2011 to 2012. The use of rubberized asphalt made from scrap tires increased from zero units in 2011 to almost 30% of total asphalt purchased in 2012.
- The use of remanufactured toner and ink cartridges remained strong at \$187,892 for 2012. Staff has made a concerted effort to steer departments away from costly EOM cartridges to the more cost effective remanufactured cartridges over the past few years. However some users continue to be reluctant to make the switch due to previous poor experience with remanufactured cartridges from several years ago.

### Accomplishments

Below is a partial listing of the accomplishments achieved by CAPSD during FY 2012/2013:

- **Achievement of Excellence in Procurement (AEP) Award** - CAPSD was again successful in our application for the 2013 AEP Award. The requirements for this award are updated annually to keep fresh with trends and “best practices.” We look forward to accepting our 9<sup>th</sup> award at the 2014 California Public Procurement Officials Conference. The County was one of 36 agencies in California to receive the award. (Texas had the highest number of awards with a total of 43). We are also one of 43 counties in the United States to receive the prestigious award. The AEP Award validates CAPSD’s commitment to fiscal efficiency while maintaining a high level of customer service to taxpayers and as well as the various County departments. CAPSD staff aggressively promotes a fair, competitive and impartial environment for the County's vendor community, and this award validates that, despite the obstacles that confront us, our organization continues on the right track and is an example for others to follow.
- **Consolidation of Limited Purchase Order (LPO) and Department Field Order (DFO) Programs** – In the past fiscal year, CAPSD DPO, a new comprehensive delegated purchase order program, re-configured COMPASS, and trained departmental staff. The implementation of the DPO program began on July 1, 2012. This consolidation benefits the County by minimizing risk (all users are now fully trained and monitored), reducing maverick buying (through COMPASS re-configuration), and reducing costs (through training and increased visibility of departmental buying).
- **Education and Certification** – Management and staff understand and value the importance of continuous education and obtaining certification as this reflects on the credibility of our career. Four employees hold at least one professional certification. and over 75% of staff have at least one four-year degree. Staff also has attended several educational seminars/workshops within the past year. Several staff are workshop/seminar presenters for our peers.

**Accomplishments, continued**

- **Procurement Opportunities Program (POP)/Small Business Outreach** – CAPSD is committed to working with the local and small business community to provide assistance in the contracting process by attending and/or conducting outreach events during the 2011 calendar year. CAPSD staff attended 17 events focused on local, small business outreach. CAPSD is also an active member of the Sacramento Public Agency Consortium (SacPAC).
- **POP Reporting** - We continue to strive to improve our ability to track and report County spending with small businesses, and usage reporting with local businesses is included in this report. For the past several years, we have been working diligently with the State of California and our internal IT staff to develop a comprehensive reporting tool; recently, the State provided us small business information. We are in the process of reviewing the data to determine if the information we need is in the file and in a format that we can use. It is anticipated that small business usage reporting will be provided in the 2013/2014 report.
- **Professional Development** - Management and staff recognize the importance of continuous self and professional development, as indicated by the following:
  - Craig Rader serves on the California Association of Public Purchasing Officers (CAPPO) Board as Secretary/Treasurer
  - Craig Rader serves on the National Joint Powers Alliance Advisory Committee
  - Nine employees are members of the California Association of Public Procurement Officials
  - Four employees are members of the National Institute of Governmental Purchasing, Inc. (NIGP)
  - Two employees attended (and one employee made presentations at) the 2013 CAPPO/NIGP Cooperative Conference. In addition, one employee was on the conference planning committee
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- **Update Procedural Manuals** - Due to several organizational, procedural, and process changes made over the last year or so, staff made major updates to our procedural manual, Buyer's Guide, Website, Code, and process documents. Staff will continue to review all pertinent documents, files, etc. and update as necessary.

### Looking Forward

In support of our mission “Service through Excellence”, CAPSD is committed to providing the best possible service to its customers and will constantly strive to look for ways to improve procurement within the County. This will be accomplished by focusing on the CAPSD work plan, investing in continued education, actively participating in professional associations, networking with other local agencies and constantly looking for innovative ideas and products to improve processes and reduce costs

In addition to our ongoing efforts to expand eProcurement and develop our small business reporting capability, we also remain committed to our staff’s education and reenergizing the Work Plan.

CAPSD fully implemented the use of Public Purchase’s eProcurement solution effective July 1, 2011. All solicitations originating from CAPSD are posted at [www.publicpurchase.com](http://www.publicpurchase.com). We also post solicitations issued by departments upon their request. CAPSD will look at expanding the use of Public Purchase by providing access to the system to DPO Buyers to obtain quotes. In addition, we are looking at expanding the use of Public Purchase for Construction Contacts.

Lastly, we are also looking at expanding our eProcurement functionality through the use of online catalogs. We are currently looking at the base functionality offered by SAP and various eCatalog solution providers that integrate with SAP.

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