



CONTRACT & PURCHASING SERVICES DIVISION ANNUAL REPORT FOR FISCAL YEAR 2020/2021

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September 2021

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By The Numbers





Who We Are

The Contract & Purchasing Services Division is a unit of the Department of General Services and is responsible for providing contracting services for the county and various special districts. We are organized into two Sections, as follows:

The *Procurement Section* establishes countywide contracts for the various goods and services county departments require to function and deliver services to customers. It manages over 1,000 contracts and two delegated purchasing programs that allow various county departments to make small dollar purchases on their own.

The *Contract Services Section* is responsible for managing the construction projects and consulting contracts for various county departments.

What We Do

Procurement Section: Uses several different methods to establish countywide contracts and make purchases for departments. These methods include, but are not limited to, negotiations, Request for Bid (sealed, low bid), Request for Proposals (best value), and Reverse Auction (fully transparent low bid).

Contract Services Section: Manages the bidding process for construction contracts and develops engineering and consulting agreements for various Directors and/or Deputy County Executives signature.

The past year plus has been a challenge, to say the least. In March 2020, almost all of CAPSD was sent home to work remotely in response to the pandemic. For more than sixteen months, staff worked remotely to support the procurement and contracting needs of over 40 county departments and over 12,000 county employees. I am proud to report CAPSD staff did not miss a beat and continued to provide the upmost support to our customers whether in the office or working remotely. This was largely due to all the technology solutions implemented over the past several years, allowing staff to work efficiently and effectively from any location with a computer or tablet and internet access. Kudos to all CAPSD staff for a job well done!



What's in this Report?

This annual report summarizes the activities, staffing levels, process improvements, and accomplishments of the Contract & Purchasing Services Division (CAPSD) for the 2019/2020 Fiscal Year (FY 2019/2020) and compares this information to previous fiscal years. The CAPSD Mission Statement is "Excellence through Commitment," and our staff is committed to providing excellent customer service to County departments and the special districts we support. This report includes various data elements, programs and information that supports the CAPSD's mission, as summarized below:

Statistics: As would be expected due to the budget reductions that began in 2009, the County's overall spending initially decreased dramatically, then leveled-off and is showing a trend toward increasing, as indicated in the charts and graphs in this report. Although the total County expenditures have reduced since the levels peaked in 2009, the total number of contracts administered centrally by CAPSD staff remains steady at roughly 1,200 active contracts. There has been an increase in the number of contracts requiring short-term extension. You will note that a few items we track to gauge staff workload and performance reached an all-time high in 2020/2021, most notably the number of requisitions processed, total annual spend and annual cost savings of over \$19,000,000.

Procurement Opportunities (Local and Small Business) Program: The County of Sacramento believes in, and encourages, the use of local and small business enterprises in its contracting and procurement activities at all times. The purpose of the Procurement Opportunities Program (POP) is to provide contracting and procurement information and/or assistance to any business enterprise desiring to do business with the County of Sacramento. The County wishes to enhance economic growth in the Sacramento Regional Market Area (Sacramento, El Dorado, Placer, Sutter, Yuba, and Yolo counties) by increasing the use of small business enterprises in the County's procurement and contracting activities. The County's goal is to spend twenty-five percent (25%) of its contracting and procurement dollars with certified or self-declared small businesses located within the Sacramento Regional Market Area.



Process Improvements: We continue to look for opportunities that may result in process improvements and efficiencies. Examples of some process improvements implemented during the past year are provided in this report.

Cost Savings: We continue to utilize our web-based cost savings tracking system to capture, track, and report cost savings and cost avoidances. Some of the data is captured automatically from COMPASS, while reports of other cost savings are submitted manually. This report includes a small sample listing of the more than \$18,000,000 (a \$4M increase from last year) in savings recognized by the County due to the involvement of CAPSD staff.

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 four 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. Information on the 2020 survey results is included in this report.

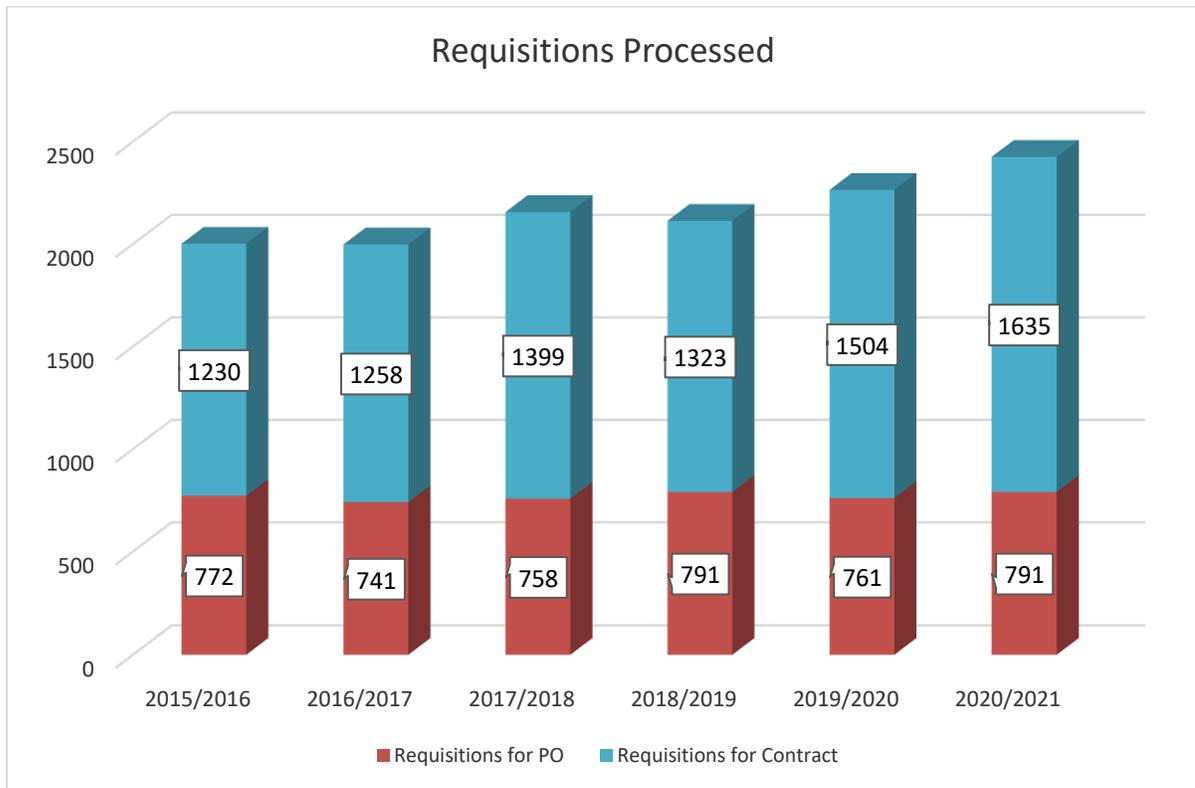
Accomplishments: The Contract & Purchasing Services Division is committed to providing a high level of service to our customers and, as such, we are continually looking to improve processes and procedures. A small sampling of some of our accomplishments during FY 2019/2020 is included in this report.



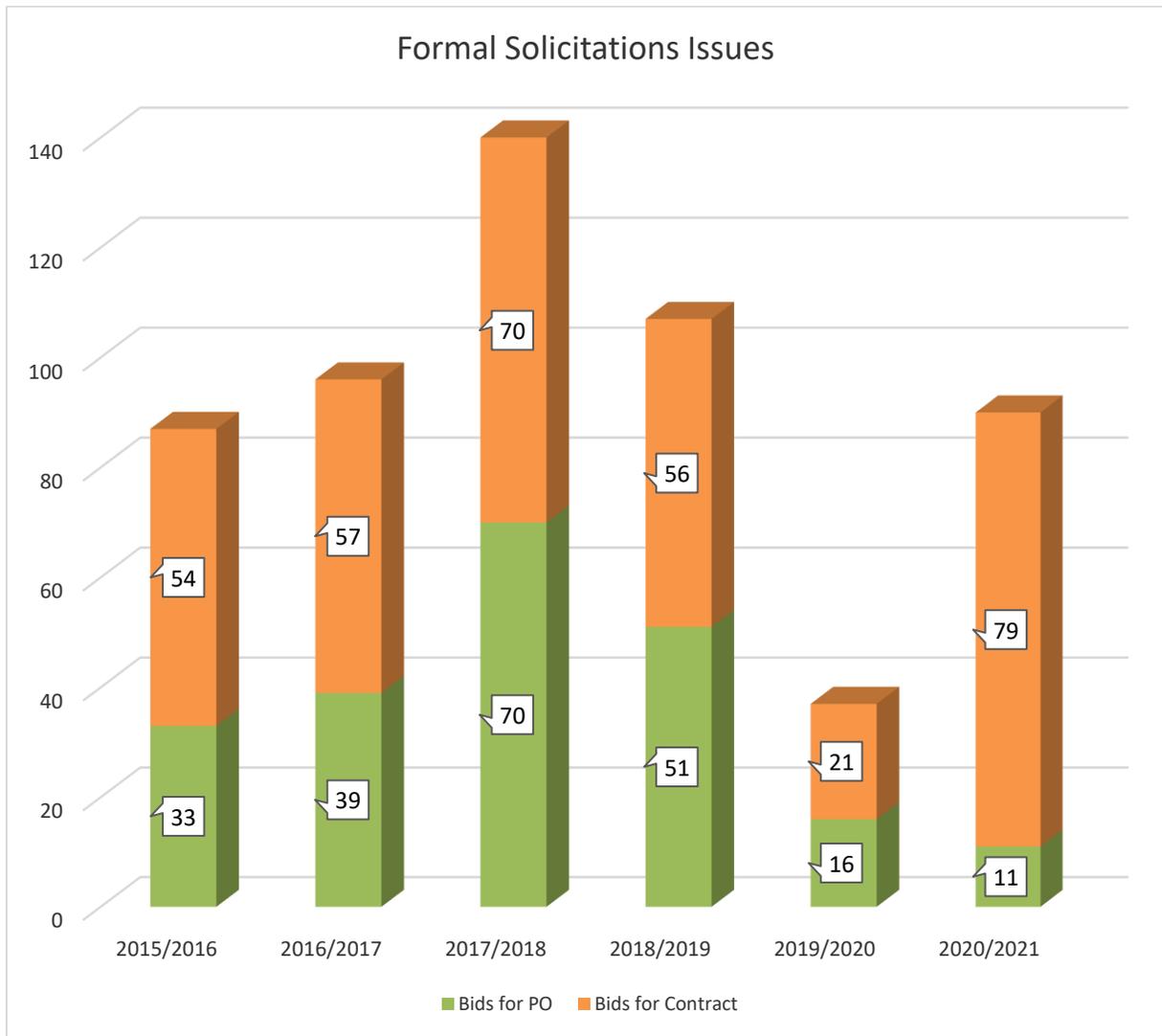
How We Buy

Contract & Purchasing Services Division uses purchase orders for “one-time” purchases for departments (e.g., heavy equipment) and countywide contracts to facilitate the need for recurring purchases (e.g., office supplies, computers, etc.) to meet various department needs. Client departments then issue Contract Shipping Orders (i.e., “releases” against countywide contracts) to make recurring purchases.

The chart below (our closest indicator of workload), shows the number of requisitions processed by the *Procurement Section*. The requisitions result in the creation of a one-time purchase order or a long-term contract for recurring purchases. Purchase orders or contracts can be established via various methods: negotiations, Request for Bid (low bid), Request for Proposals (best value), and Reverse Auction (fully transparent low bid). The number of requisitions processed by staff has steadily increased since Fiscal Year (FY) 2010/11, with the past four FY annual totals resulted in an excess of 2,100 requisitions processed.

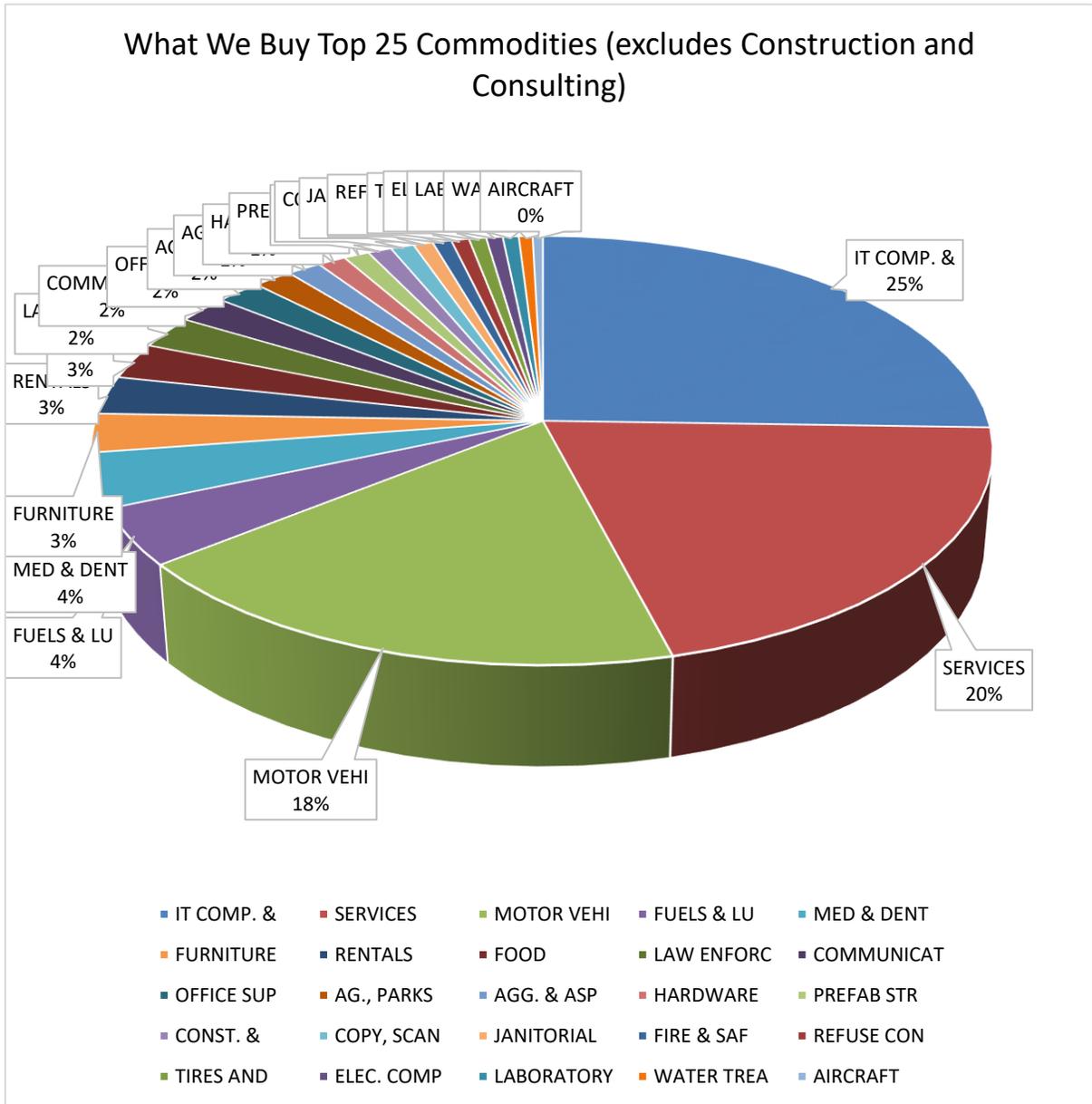


The chart below shows the number of formal solicitations (Request for Bids, Request for Proposals and Reverse Auctions) conducted over the past several years. In 2014, the total number of formal solicitations decreased slightly because of the formal bidding threshold increase from \$35,000 to \$100,000. FY 2017/18 was a record year with 140 formal solicitations processed. In FY 2019/2020 we processed the fewest number of formal solicitations with a total of 37. In lieu of issuing formal solicitations – which entail significant staff time and effort- we are opting to use more cooperative purchasing agreements (which are formally bid by other agencies), issuing informal quotes, or negotiating contracts.



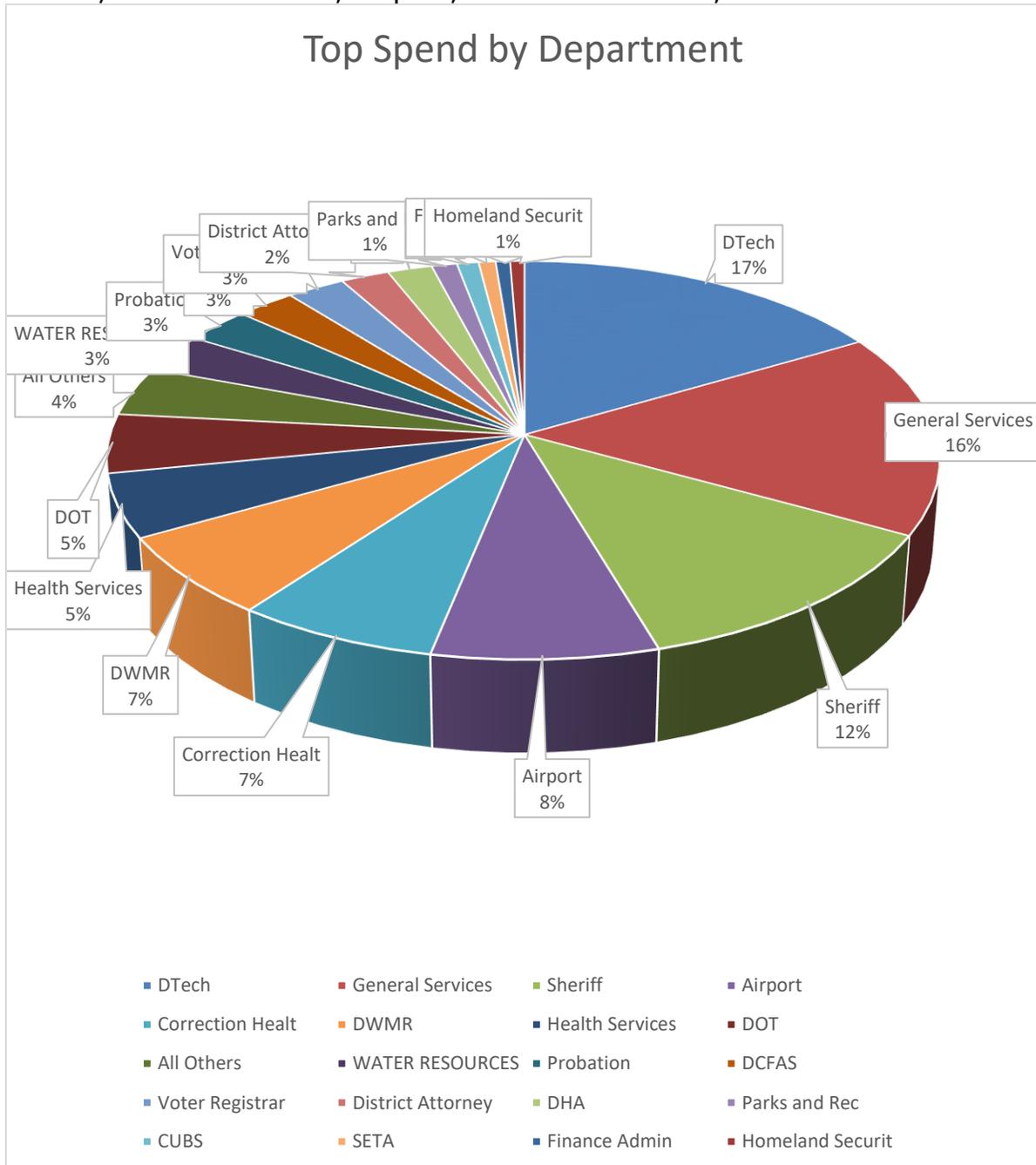
What We Buy

The County purchases a breadth of goods and services. The chart below shows the various categories (excluding Construction and Consulting from the Contract Services Section). Twenty five percent of the overall spend was for IT hardware/software/services, twenty percent for various types of services, eighteen percent for motor vehicles, followed by fuel/lubricants and medical/dental with four percent each. Other top spend categories include food, law enforcement, furniture, office supplies, etc.



Who We Support

We support all County department and various special districts. The chart below shows who we support by spend. Our top customers by total spend include the Department of General Services, Department of Technology, Sheriff, Health Services, Airport, Correction Health, etc.





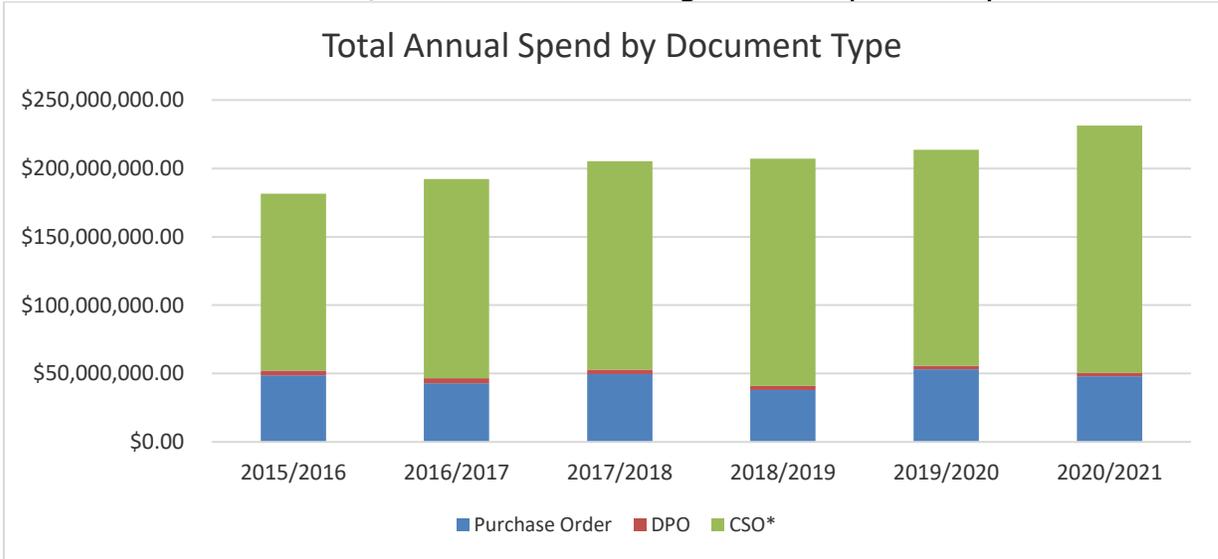
Spend Statistics –Procurement Section

The following table shows the number of contracts and purchase orders issued for the past six fiscal years. The number of contracts listed below only include newly established contracts and do not include existing contracts that were established in prior fiscal years (most of the contracts we establish have a 3-year term). As noted earlier in this report, we manage over 1,000 countywide contracts. The number of contracts and purchase orders issued in FY 2020/2021 totaled 1,236, just slightly higher than 1,198 in FY 2019/2020. Although the counts vary each year, they have been fairly consistent since FY 2015/2016

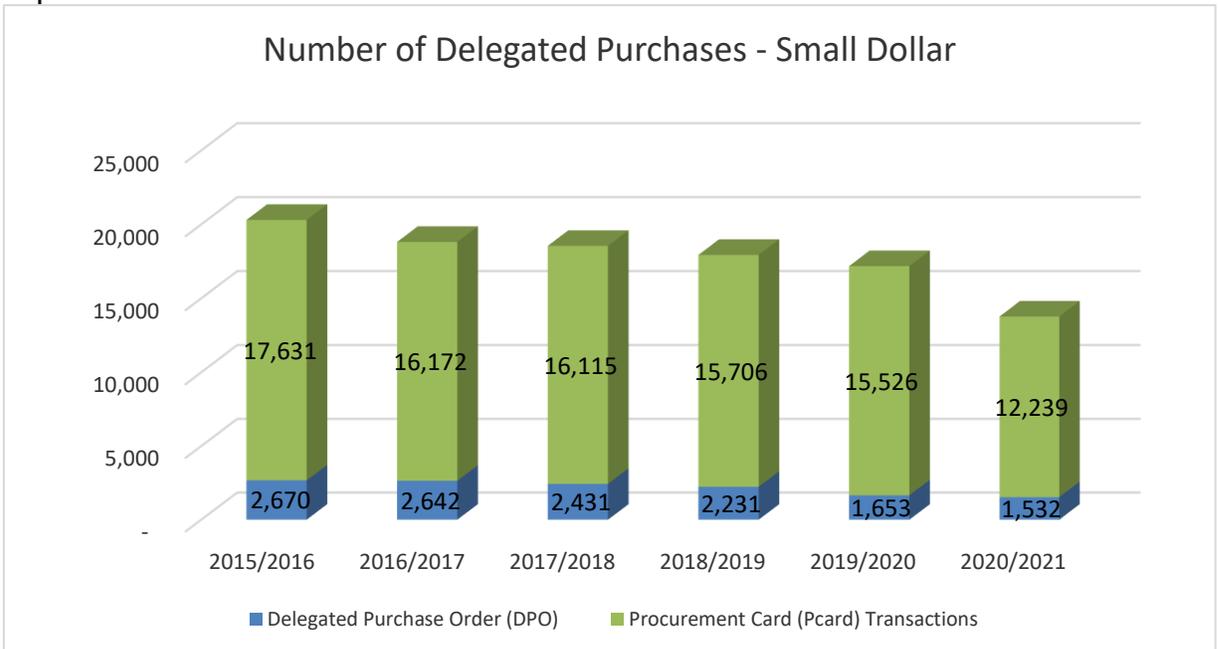


CAPSD Annual Report Fiscal Year 2020/2021

The chart below shows the total spend of purchase orders, delegated purchase orders and contracts over the past six fiscal years. This shows an overall trend of increased spend for many years. Total spend for FY 2020/2021 was over \$231,000,000, which is a twenty-seven percent increase since FY 2015/16 and a record high for the past six years.

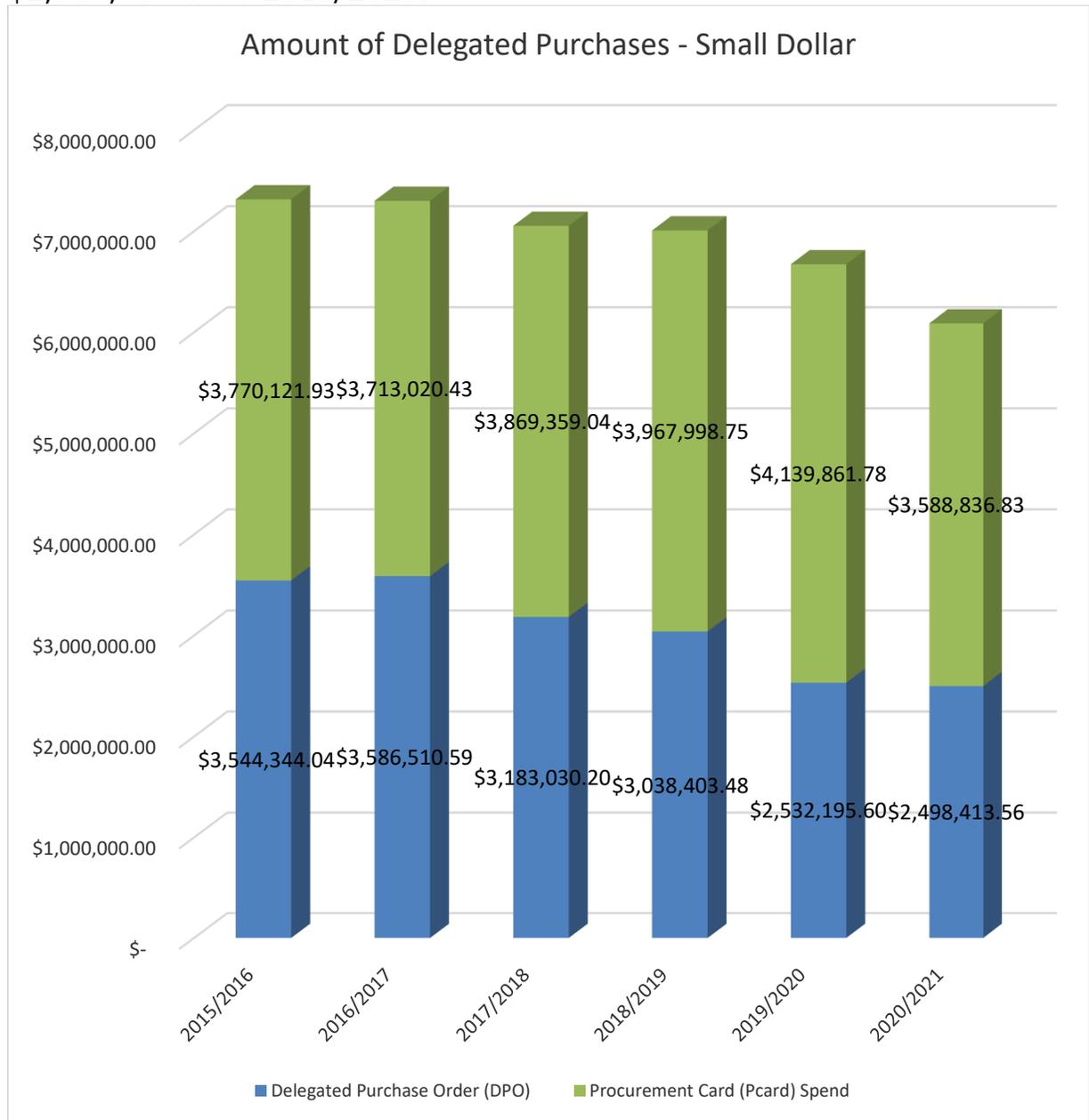


The following chart shows the number of purchases made by County departments using the delegated purchasing programs (small dollar purchases). The number of transactions spiked FY 2015/16 and has slowly tapered since.



CAPSD Annual Report Fiscal Year 2020/2021

The following chart shows the amount of spend on purchases made by County departments using the delegated purchasing programs (small dollar purchases). Similarly to the previous chart that tracked number of documents. The total spend spiked FY 2015/16 and has remained slowly tapered since, remaining slightly below \$7,000,000 annually until FY2020/2021 when it dropped to roughly \$6,000,000. The Pcard program spend was under \$4,000,000 and the DPO program was just under \$2,500,000 in FY 2019/2020.



Contracts Extended (per SCC 2.56.220)

Section 2.56.220 (Term of Contracts) of the Sacramento County Code (SCC) provides the authority to extend the term of any authorized contract for no more than six months, provided that such increase does not exceed 10 percent of the maximum compensation set forth in the original contract. The purchasing agent shall annually report all contract extensions executed pursuant to this Section to the Board of Supervisors. Staff will exercise the option to extend a contract up to an additional six months, when they are unable to rebid/negotiate a new contract in a timely manner. Roughly 80 contracts had to be extended, which is less than half the amount for the previous fiscal year. Below is a listing of the contracts extended in FY 2020/2021:

<u>Vendor Name</u>	<u>Contract Number</u>
<u>A4 PROMOTIONS & INCENTIVES</u>	<u>WA00035601</u>
<u>ACCELLION INC</u>	<u>MA00036363</u>
<u>ALLIED NETWORK SOLUTIONS</u>	<u>MA00036497</u>
<u>ALLIED NETWORK SOLUTIONS</u>	<u>MA00036983</u>
<u>ALSCO INC</u>	<u>WA00035369</u>
<u>AUTHENTIC PROMOTIONS.COM</u>	<u>WA00035600</u>
<u>BEKINS PACIFIC STORAGE COMPANY</u>	<u>WA00035970</u>
<u>BURKS PRINTING AND PROMOTIONS</u>	<u>WA00036359</u>
<u>CA OFFICE FURNITURE</u>	<u>WA00036309</u>
<u>CALOLYMPIG GLOVE SAFETY CO INC</u>	<u>WA00036713</u>
<u>CAPITAL TYPING</u>	<u>WA00037378</u>
<u>CARDINAL HEALTH 110 LLC</u>	<u>WA00035495</u>
<u>CASEWARE INTERNATIONAL INC</u>	<u>WA00035756</u>
<u>CD & POWER</u>	<u>WA00035418</u>
<u>CHIPMAN RELOCATION & LOGISTICS</u>	<u>WA00035969</u>
<u>CMA OF SACRAMENTO</u>	<u>WA00035581</u>
<u>COLLECTION PLUS</u>	<u>MA00037294</u>
<u>COP SHOP INSTALLATIONS INC</u>	<u>WA00036322</u>
<u>CUES</u>	<u>WA00036234</u>
<u>DELL MARKETING LP</u>	<u>WA00036785</u>
<u>DFM ASSOCIATES</u>	<u>MA00035506</u>

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<u>Vendor Name</u>	<u>Contract Number</u>
<u>EMPIRE SAFETY & SUPPLY</u>	<u>WA00036708</u>
<u>ESRI INC</u>	<u>MA00036674</u>
<u>EVO EMERGENCY VEHICLE</u>	<u>WA00036323</u>
<u>GDS MOVING & INSTALLATION INC</u>	<u>WA00035972</u>
<u>GEOTECH ENVIRONMENTAL EQUIPMENT</u>	<u>WA00035668</u>
<u>GOLDEN STATE FLOW</u>	<u>WA00036065</u>
<u>HANNA INTERPRETING SERVICES LLC</u>	<u>WA00036027</u>
<u>HARRIS INDUSTRIAL GASES</u>	<u>WA00035707</u>
<u>HD SUPPLY</u>	<u>WA00036690</u>
<u>HOLT OF CALIFORNIA</u>	<u>MA00035677</u>
<u>HOLT OF CALIFORNIA</u>	<u>MA00035386</u>
<u>HOLT OF CALIFORNIA</u>	<u>MA00035901</u>
<u>HP COMPUTING AND PRINTING INC</u>	<u>WA00036781</u>
<u>IBM SALES & DISTRIBUTION</u>	<u>MA00036783</u>
<u>JACK NADEL INTERNATIONAL</u>	<u>WA00038482</u>
<u>LEHR AUTO ELECTRIC</u>	<u>WA00036324</u>
<u>LEHR AUTO ELECTRIC</u>	<u>MA00037414</u>
<u>LEHR AUTO ELECTRIC</u>	<u>WA00036602</u>
<u>LEXIS NEXIS</u>	<u>WA00036341</u>
<u>LEXISNEXIS RISK SOLUTIONS</u>	<u>MA00036598</u>
<u>LINGUISTICA INTERNATIONAL INC</u>	<u>WA00036028</u>
<u>McCAIN TRAFFIC SUPPLY</u>	<u>WA00035349</u>
<u>MCCLELLAN JET SERVICES</u>	<u>WA00036488</u>
<u>METROLIST SERVICES INC</u>	<u>MA00037791</u>
<u>NC MOVING & STORAGE SOLUTIONS</u>	<u>WA00035973</u>
<u>NOHO SOFTWARE</u>	<u>MA00036100</u>
<u>OFFICE DEPOT</u>	<u>MA00037061</u>
<u>P&R PAPER SUPPLY CO INC</u>	<u>WA00035231</u>
<u>PACIFIC NUCLEAR TECHNOLOGY CO</u>	<u>WA00035605</u>
<u>PAPER DISTRIBUTORS INC</u>	<u>MA00037060</u>
<u>PAPER DISTRIBUTORS INC</u>	<u>MA00037110</u>
<u>PLURALSIGHT</u>	<u>MA00036718</u>
<u>REDWOOD TOXICOLOGY LABORATORY INC</u>	<u>MA00036976</u>
<u>RELIAS LEARNING LLC</u>	<u>WA00038449</u>
<u>RK ADVERTISING</u>	<u>WA00035603</u>
<u>ROCKY MOUNTAIN AUTO WORKS LLC</u>	<u>WA00036477</u>
<u>ROSEVILLE TOYOTA</u>	<u>WA00036479</u>
<u>SACRAMENTO FIRE EXTINGUISHER CO</u>	<u>WA00036512</u>

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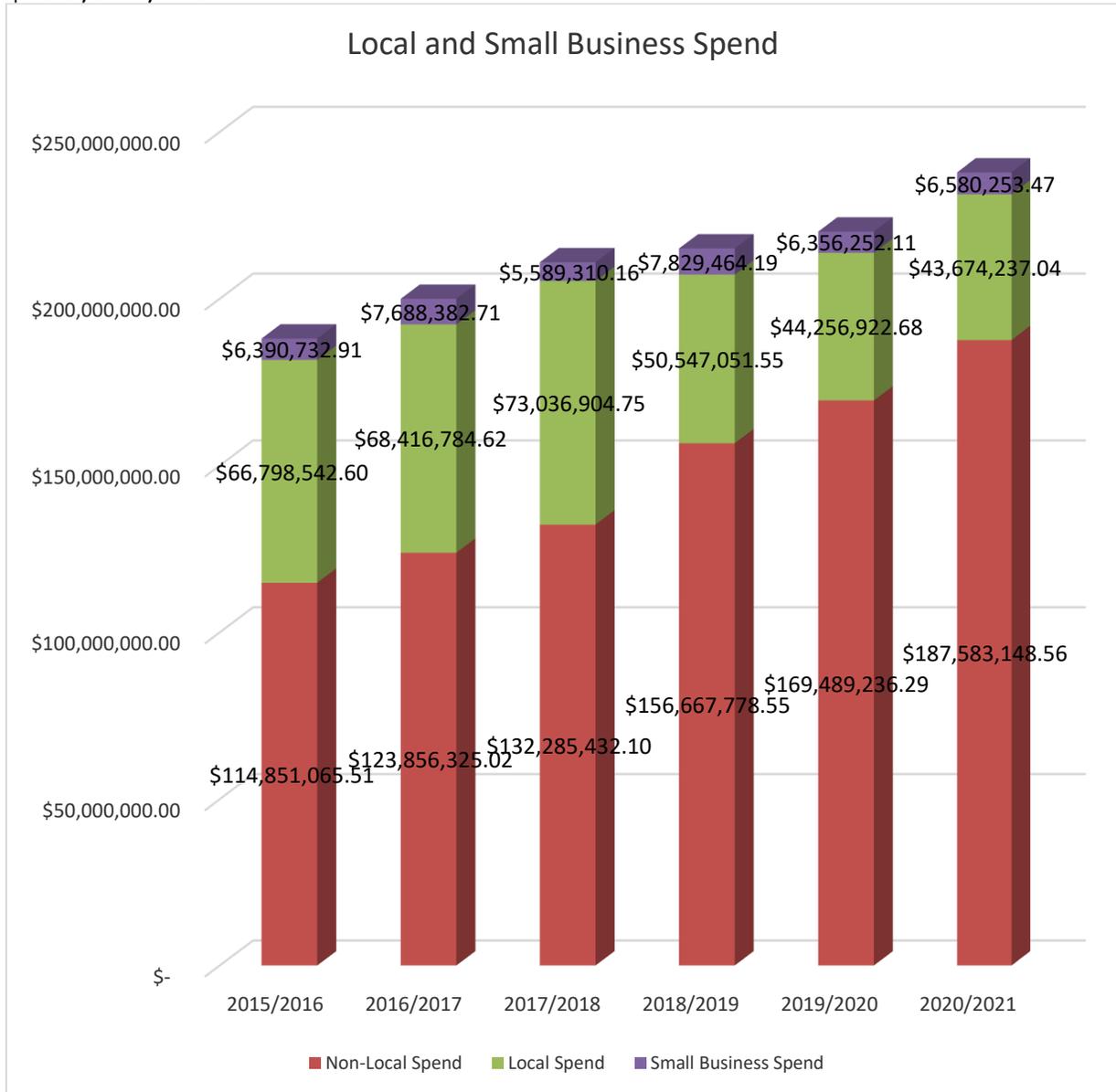
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<u>Vendor Name</u>	<u>Contract Number</u>
<u>SACRAMENTO WINDUSTRIAL CO</u>	<u>WA00036060</u>
<u>SAN DIEGO POLICE EQUIPMENT</u>	<u>WA00036005</u>
<u>SEAN ALEXANDER MARINE</u>	<u>WA00036701</u>
<u>SHOTSPOTTER INC</u>	<u>MA00036287</u>
<u>SIGNATURE COAST HOLDINGS, LLC</u>	<u>WA00036506</u>
<u>SINGLEWIRE SOFTWARE LLC</u>	<u>MA00035482</u>
<u>SITECH WEST, LLC</u>	<u>WA00035961</u>
<u>SMITH STRATEGICS</u>	<u>WA00036500</u>
<u>SOFTWARE AG INC</u>	<u>MA00037662</u>
<u>STANLEY CONVERGENT SECURITY SOLUTIO</u>	<u>MA00035665</u>
<u>STAPLES ADVANTAGE</u>	<u>WA00036998</u>
<u>STATUS AUTOMATION</u>	<u>WA00036135</u>
<u>SWANSON & SONS LOCK & SAFE CO</u>	<u>WA00035364</u>
<u>TED'S MEAT INC</u>	<u>WA00035230</u>
<u>T-MOBILE</u>	<u>WA00035881</u>
<u>VANGUARD INTEGRITY PROFESSIONALS</u>	<u>MA00036380</u>
<u>VCA SUNSET ANIMAL MEDICAL CENTER</u>	<u>WA00038310</u>
<u>VERITIV OPERATING CO</u>	<u>WA00036663</u>

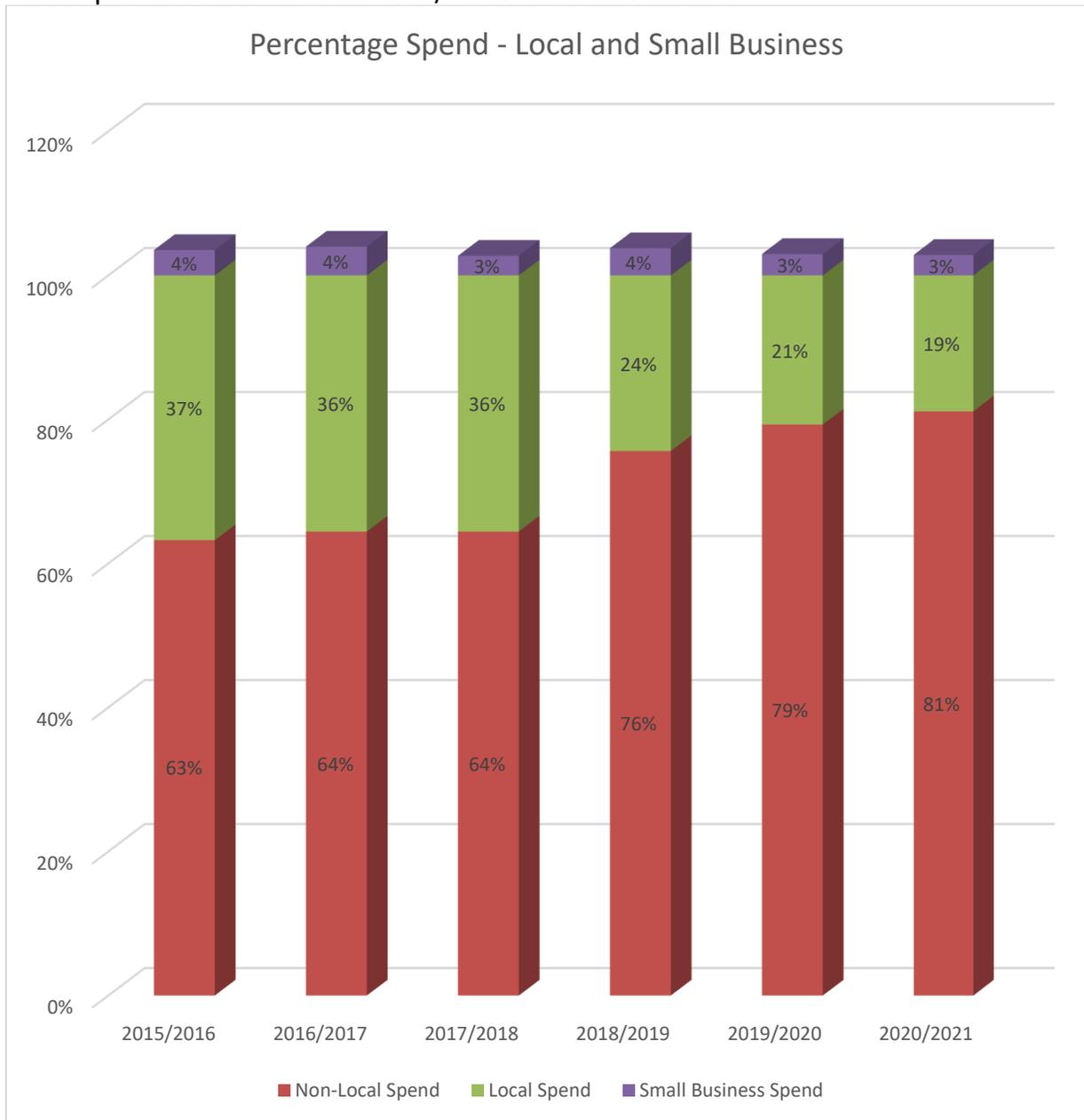


Local Vendor Spend

The following chart shows the amount of spend with local businesses, small business, “all other” business types for the past several years. In FY 2020/2021 we spent slightly under \$44,000,000 (the lowest amount in the past five years) with local suppliers and a little over \$6,000,000 with small businesses, even though the total spend has increased year over year. All other (non-local and non-small) spend for FY 2020/2021 was just under \$190,000,000.



The following chart shows the percentage of local business, small business and "all other" business spend for the past several FYs. The local business spend was historically over 35% per year, but has dipped to around 20% for the past three FYs. The small business spend averages 3-4% per year. This is all in spite of our efforts to educate and encourage local and small businesses to seek county business in support of our Procurement Opportunities Program which provides education, assistance and in some cases preferences to local and/or small businesses.





Spend Statistics - Contract Services Section

The CAPSD *Contract Services Section (CSS)* handles construction and consulting services agreements, either approved by the Board of Supervisors or executed by certain department heads utilizing the contracting authority covered under SCC section 2.61. The two charts below show the number of contracts and value of **consulting** contracts processed through the Contract Services Section over the past six fiscal years. The number of contracts is fairly consistent but the overall value of contracts reach an all-time high in FY 2020/2021 at just \$55,000,000.





The two charts below show the number of contracts and value of **construction** contracts processed through CSS over the past seven fiscal years. As with the supplies and services contracts listed previously in this report, the total number and value of transactions processed fluctuates in conjunction with the fluctuation in budgets/approved projects in recent years. The major “spike” in contract value in 2015/16 was due to the Echo Water Project. In FY 2020/2021, thirty-six projects were initiated totaling over \$82,000,000.

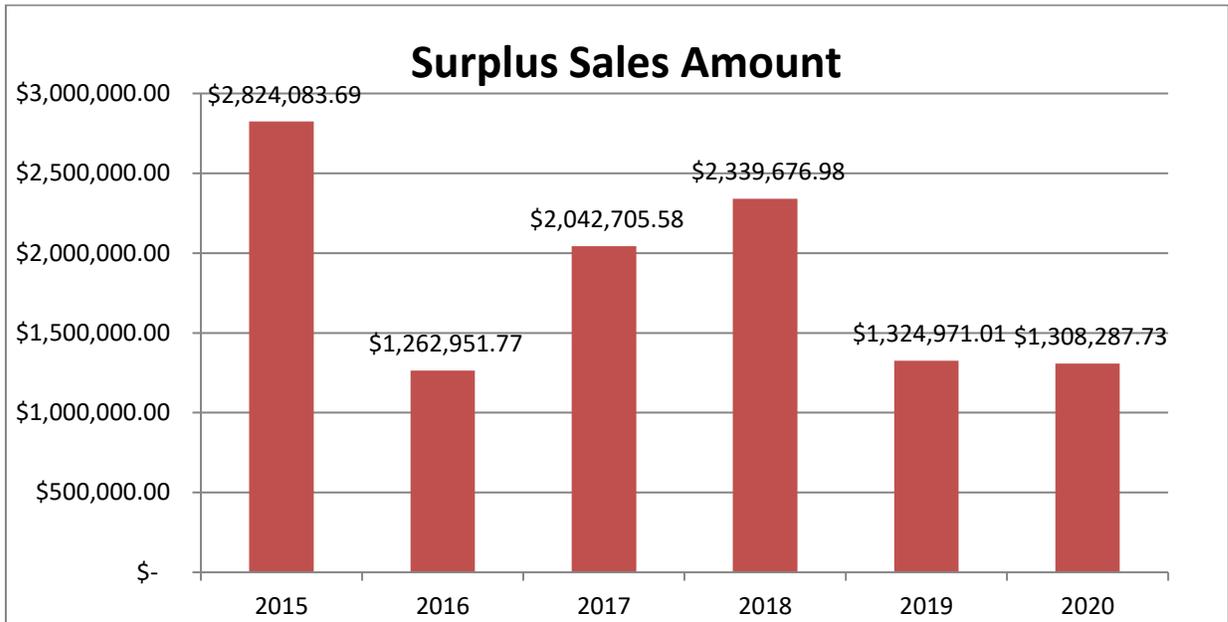


Surplus Property

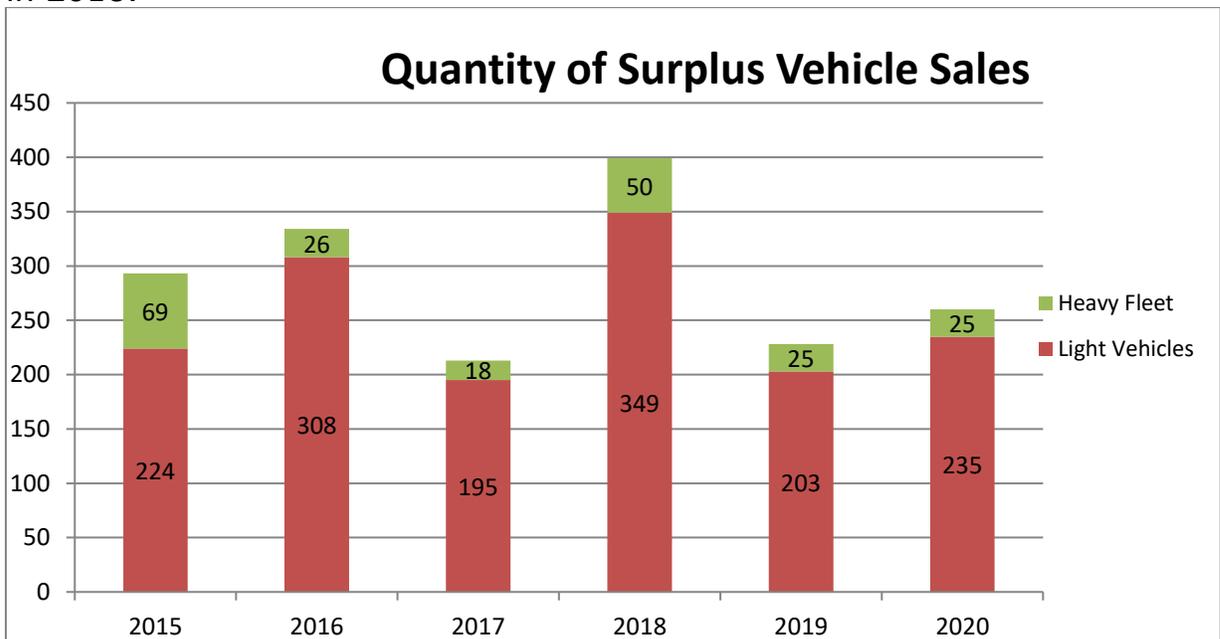
Surplus Property redistributes, recycles, or sells surplus County supplies and equipment. Below is a listing of the amount of revenue returned to departments (or the Capitol Construction Fund) for the equipment and supplies sold or recycled. Over \$1.3M was returned to County departments and special districts for the 2020 calendar year, which is about the same as 2019. County surplus property is either auctioned online via Public Surplus (similar to eBay) or via "cash and carry". A limited amount of items are repurposed to other departments, sold as scrap or recycled. E Waste and Scrap Paper are currently expense items but, during different market conditions, generate revenue.

Ag Commission	\$ 4,050.00
Airports	\$ 66,837.75
Capital Construction Fund	\$ 9,964.00
Cash & Carry	\$ 12,742.26
DA	\$ 9,139.50
DHA	\$ 4,080.00
DHHS	\$ 45,600.00
DOT	\$ 24,449.00
DWMR	\$ 10,878.00
E Waste	\$ (12,881.58)
Fleet	\$ 1,140,867.53
Probation	\$ 2,550.00
Scrap Metal	\$ 4,893.20
Scrap Paper	\$ (25,577.93)
Sheriff	\$ 5,412.50
Sunrise Parks & Recreation District	\$ 1,850.00
Traffic	\$ 162.50
Voter Reg	\$ 380.00
Water Resource	\$ 2,891.00
Total Surplus Sales	\$ 1,308,287.73

The chart below show the total surplus revenue generated for the past six years. Surplus sales reporting is done on a calendar year basis. As you can see by the chart, the annual revenue fluctuates.



The chart below show the total number of vehicles sold for the past six years. Vehicle sales make up a large portion of the revenue. Sales peaked in 2018.





Staffing Levels

CAPSD currently has 19 full time equivalents (FTEs), which have remained stagnant since 2014, even though the amount of work has steadily increased and we absorbed some of the workload of the previous “AFS Contract Desk”. Two Senior Contract Services Officers are funded by the Departments (Dtech and DWMR) to provide an increased level of support, so without these department funded positions, we would be staffed at 17 FTE. In 2019, a Senior Contract Services Officer position was converted to a Contract Services Manager I. As a result, the Division was reorganized and staff is now assigned to support a specific department(s) instead of being assigned to handle specific commodities. This change was made to enhance our customer service as departments now have a specific Procurement team dedicated to their Purchasing activity.

CAPSD continuously looks for ways to improve the level of support to our customers since staffing was reduced by 40 percent in 2009/2010. For the past several years, we have augmented staffing levels by hiring student interns and putting in extra hours. Staff earned over 80 hours of CTO in FY 2020/2021 which is a significant reduction from the 260 hours earned in FY 2019/2020. We currently employ three part-time interns who assist staff to help support our customers. One intern position is funded by Water Resources. The chart on the next page shows our staff level in 2008 (prior to layoffs), 2014, and 2021. The 2021 staff counts include three FTE devoted to work absorbed from the AFS Contract Desk, therefore 2008 vs. 2021 cannot be reasonably compared.

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STAFFING LEVEL COMPARISON CHART:

	July 1, 2008	July 1, 2014	July 1, 2021
Purchasing Agent	1	1	1
Contract Services Manager I	2	1	2
Senior Contract Services Officer	9	7	10
Contract Services Officer, I/II	4	4	5
Contract Services Specialist	1	1	1
Administrative Services Officer II (3 "AFS" positions subsequently converted to Senior Contract Services Officer)	1	3	0
Clerical Supervisor	1	0	0
Senior Office Assistant	1	0	0
Office Assistant	1	0	0
Total FTE	21	17	19

Process Improvements

CAPSD Work Plan

In 2006, staff developed a CAPSD Work Plan that initially documented more than 70 improvement initiatives (items, tasks, or processes). Over 135 items have been completed since 2006. Among other things, the plan identifies the key contact person for each task, anticipated completion date, and status. Currently, the plan has over 30 active initiatives, some of which are ongoing initiatives with no end date (such as continued participation in the ongoing collaboration/focus group meetings with the City of Sacramento, Sacramento Regional Transit District, Sacramento Municipal Utility District, etc.). Due to increased workloads, the CAPSD Work Plan received little attention over the past few years but with the reclassification of a Senior Contract Services Officer to Contract Services Manager I, we have started addressing the items listed on our work plan and plan to make progress on several items within the coming months.



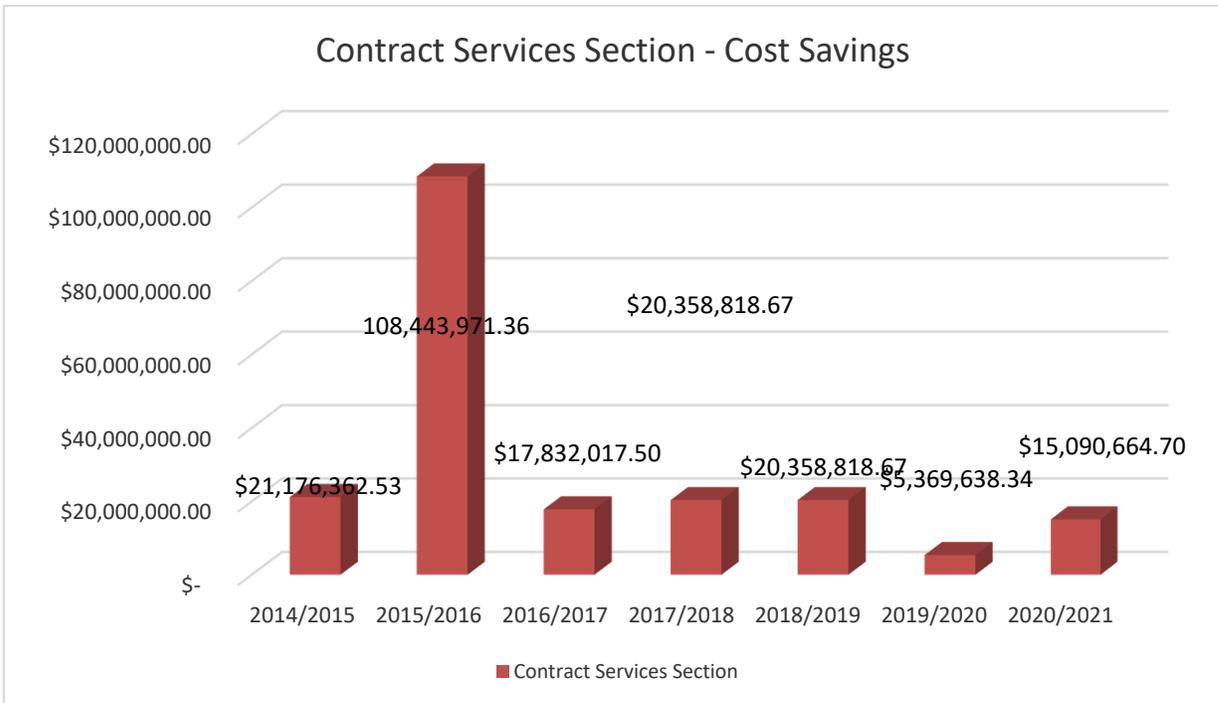
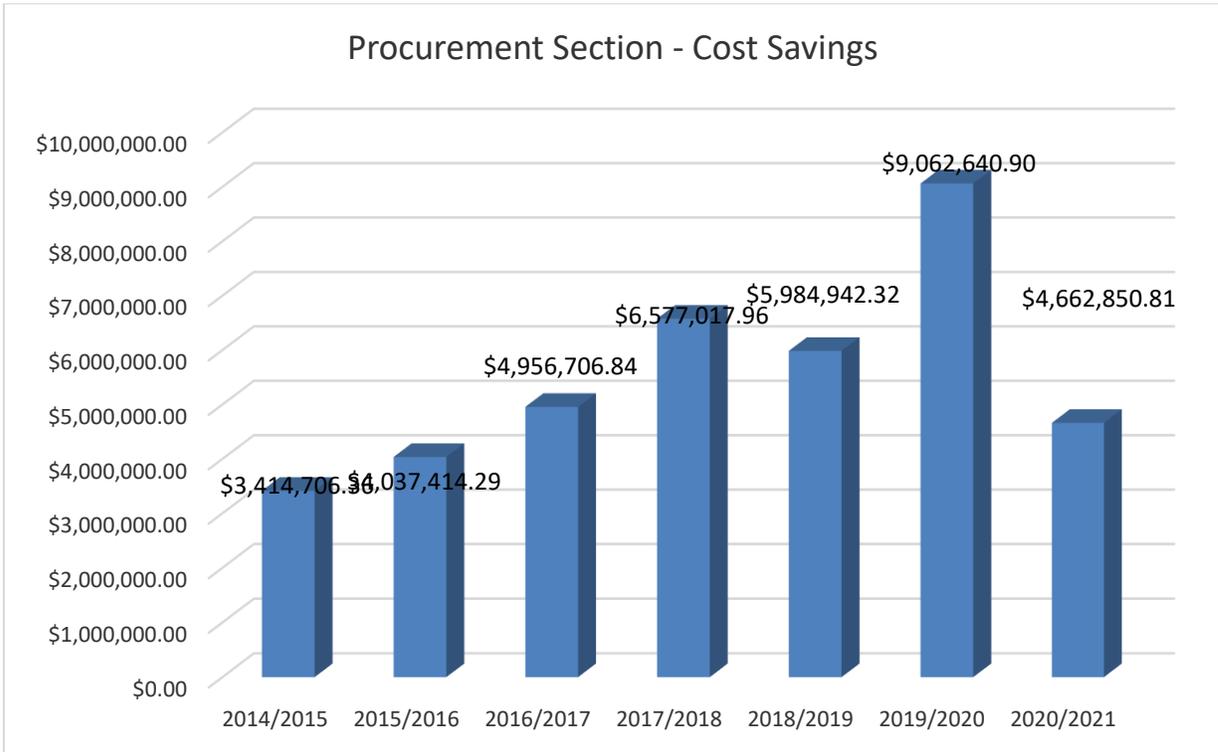
Our Value to the County

One of the biggest challenges facing the County is how to maximize budgeted dollars. CAPSD plays a key role in helping the county departments make the best use of their funds, and at times, we are able to save a substantial amount, allowing departments to fund projects that would not have been otherwise possible. 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 dollar savings. There are soft dollar savings associated with eliminating and/or reducing the risk associated with every procurement. In 2019, in collaboration with County Counsel, Risk Management and Dtech, we developed new standard template language for Goods and Services and are currently working on a template for technology contracts. The Dtech language is especially important to reduce risk inherent with Software as a Service (SaaS) contracts, viruses and ransomware. Reducing this type of risk is critical for the County as CAPSD is the initial point of contact when negotiating terms with vendors. Negotiating additional critical terms into our contracts on a case-by-case basis is time-intensive but essential to finalize a contract or purchase order. Ultimately, our involvement in the process reduces the County's exposure to risk. CAPSD is the "gatekeeper" of the solicitation process, adherence to laws, statutes and policies, fairness and reducing the risk of protest and lawsuits.

An added benefit of our involvement is the ability to decrease the number of small orders, mitigate maverick spend, and to take advantage of volume purchases. By leveraging purchasing volume, the County is able to drive down costs and increase hard dollar savings.

CAPSD tracks cost avoidance and reductions utilizing a web-based, tracking system developed by DGS IT staff that accurately captures and reports cost savings. For the 2020/2021 Fiscal Year, we were able to capture over \$19,000,000 (over \$4M for the *Procurement Section* and over \$15M for the *Contract Services Section*) in cost savings. Despite an annual operating budget of less than \$3M, CAPSD clearly and consistently provides an outstanding "return on investment" to the County.

See the two charts on the follow page showing savings for the past years.



**CAPSD Annual Report
Fiscal Year 2020/2021**

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The following is a small sample of the savings realized by the County due to the involvement of CAPSD staff for supplies and services.

Cost Saving Amount	Department	Cost Saving Note
\$ 1,200,000.00	County General	AT&T settlement of a class action lawsuit. Purchasing along with Dtech provided depositions to the attorneys to gain this settlement.
\$ 1,006,551.00	MSA Cubs	CUBS Print/Mail Services Formal Bid Savings
\$ 401,926.84	Sheriff Admin	Q3 Food Spot Buy Saving
\$ 348,797.80	Sheriff Admin	Q1 Food Spot Buy Saving
\$ 311,844.98	Sheriff Admin	Q2 Food Spot Buy Saving
\$ 180,000.00	DTech	Aggressive accelerated project timeline nets \$180,000.00 in savings.
\$ 134,352.11	Sheriff Admin	Q4 Food Spot Buy Saving
\$ 96,135.00	MSA Water Resources	Cost Savings as a result of RFB 8723
\$ 80,702.12	ISA Fleet Services	Water Truck - Formal Bid Savings
\$ 73,147.07	County General	Negotiated better pricing PA81340609, PA81340651, & PA81340648 07/2020

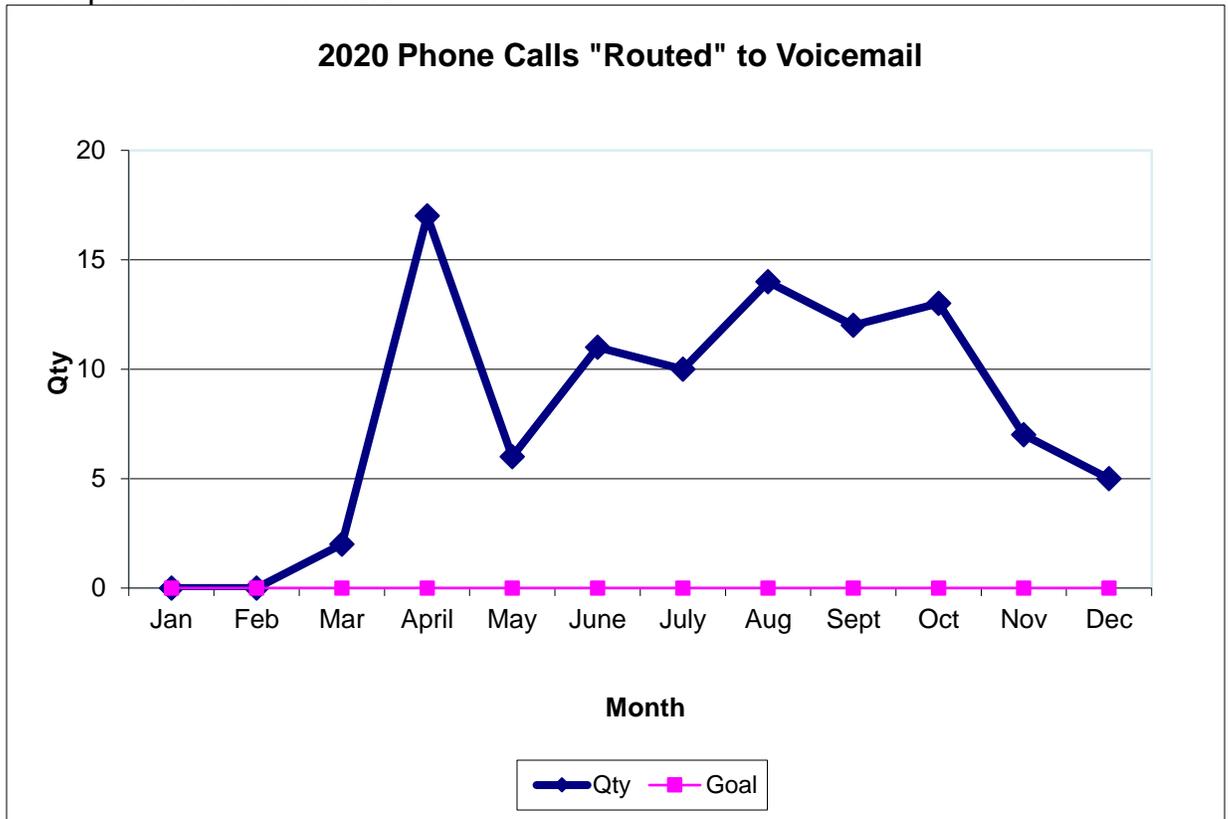


Performance Measurements

CAPSD tracks four key indicators on a monthly basis. Performance Measurements (PM) are tracked by calendar year, not fiscal year. The annual goals and results are as follows:

- 1) Phone Calls PM- To maintain the current number of calls to our main phone number forwarded to voicemail during normal business hours (M-F, 8:00 – 5:00) at zero.

As indicated in the chart below, we missed our goal starting in March, which is a direct result of the COVID-19 pandemic as staff worked from home most of the year and was not in the office to be able to answer the phone. In the previous year, we met our goal every month. Since we continue to work from home in 2021, the results in next year's report will be similar.

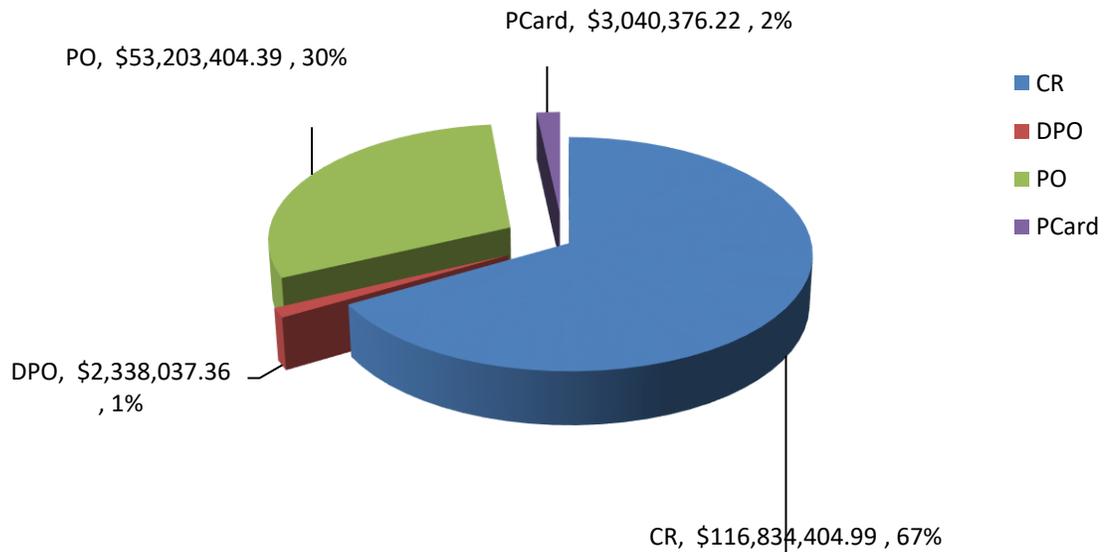


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2) Contracting Percentage PM – To maintain the contract-related purchasing (contract shipping order volume) at a level greater than 75% of County’s overall spending that is processed by the Purchasing Agent’s authority. The objective is to increase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

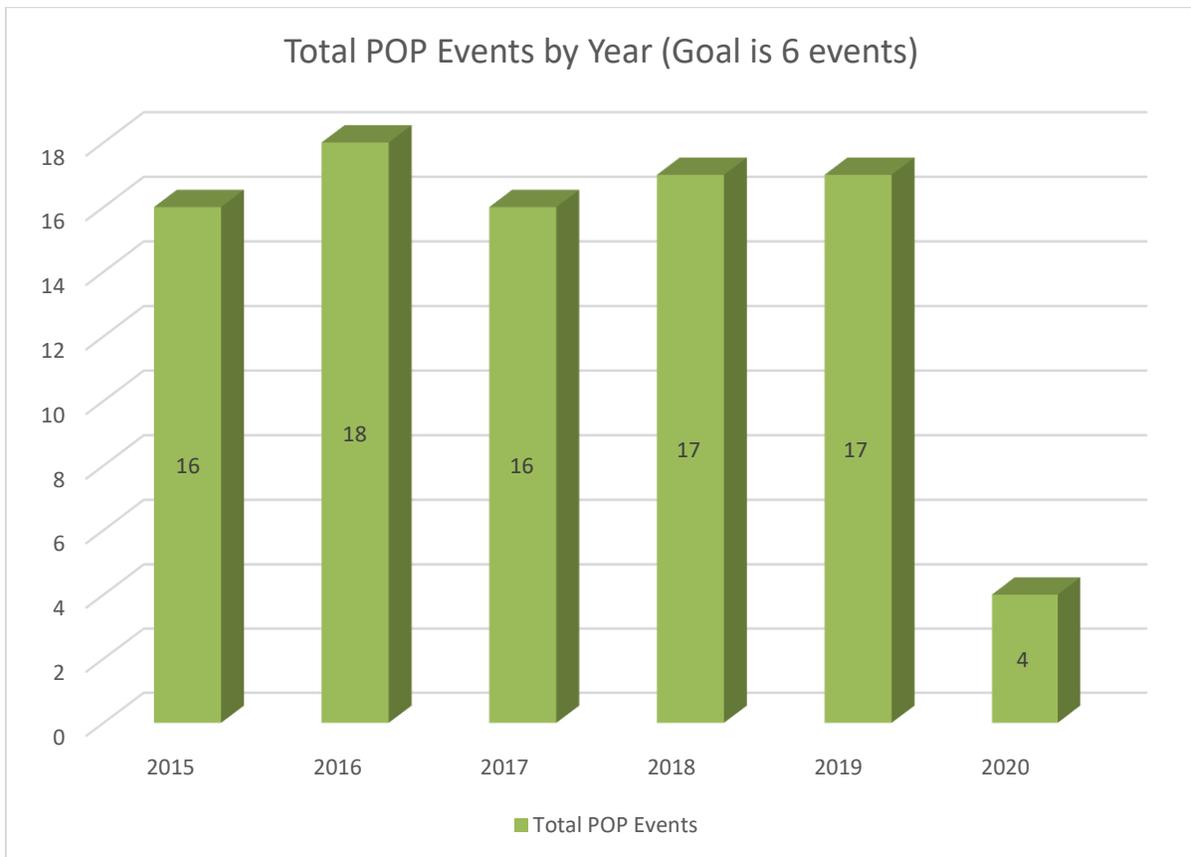
As indicated in the chart, we missed our goal by 8%. This was mainly due to several large equipment purchases made on purchase orders.

Total Spend by Document Type



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

As indicated in the chart below, we exceeded the goal of six events almost threefold in years 2015 through 2019. However, as a result of the pandemic many of our POP Outreach events did not occur in 2020 (and continue through 2021) thereby causing us to miss our goals. 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 and hope to increase our number of events as the pandemic subsides.





4) Customer Satisfaction PM: In 2006, CAPSD implemented several PMs, one of which evaluates the level of customer satisfaction. Our 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 CAPSD. Our goal was to increase overall customer satisfaction with CAPSD (from 2006 CAPSD survey results) by decreasing the (baseline) negative response by 3% annually, from 13% of "poor" or "very poor" toward a target of 5% or less. The goal for our 2020 survey was to have 5% (or less) negative responses. In 2018, we had a 7% negative response rate. We reorganized in early 2018/2019 with an expectation of an increased level of customer satisfaction. In 2020, we received 28 completed surveys with the results as follow and zero negative responses.





Accomplishments

Below is a partial listing of the accomplishments achieved by CAPSD during FY 2020/2021:

- **Achievement of Excellence in Procurement (AEP) Award** - CAPSD was again successful in our application for the 2021 AEP Award. The requirements for this award are updated annually to keep fresh with trends and "best practices." We look forward to accepting our 18th award at the 2022 California Association of Public Procurement Officials Conference. Sacramento County was one of 39 agencies in California to receive the award. We are also one of only 42 counties in the United States to receive this 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 emphatically promotes a fair, competitive, and impartial environment for the County's vendor community. This award is a testament to County's efforts. Irrespective of obstacles that we encounter, our organization continues to move forward towards progress, and is an exemplary model for other agencies.

- **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 profession. 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 members present workshops/seminars to their peers.

- **Professional Association Participation** -
 - John Moestopo served as Chair of the Capitol City Chapter of the California Association of Public Purchasing Officers (CAPPO)
 - Craig Rader served as an Area 9 (Southwest Region) Chapter Ambassador for the National Institute of Governmental Purchasing, Inc. (NIGP)
 - Craig Rader serves as Director North for CAPPO (2020 – 2022)
 - Fifteen employees are members of CAPPO
 - Four employees are members of the National Institute of Governmental Purchasing, Inc. (NIGP)

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- **Professional Development** – CAPSD Management and staff recognize the importance of continuous self and professional development, as indicated by the following:
 - Six employees attended the 2021 Virtual 104th Annual CAPPO Conference and Supplier Exposition.
- **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. CAPSD staff attended four events focused on local, small business outreach, which was much lower than previous years due to the pandemic. 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 unable to obtain the necessary files from the State of California to ensure our reporting is accurate. Therefore, the reporting figures in this report continue to be under reported.
- **Amazon Single Sign-On (SSO)** – CAPSD is worked with the DTECH COMPASS team to implement Single Sign-On services for employees making county purchases from Amazon.
- **Federal Compliance** – In early 2021 we implemented new procedures to address federally funded Contracts and Purchase Orders to help ensure compliance with the Code of Federal Regulations, Title 2–Subtitle A – Chapter II – Part 200 –Subpart D – “Procurement Standards” Sections 200.317 through 200.326
- **Automate Indexing of Documents** – CASPSD worked with DTECH to automate the scanning/indexing of our contracts and purchase orders. The automation is saving staff time to provide more “value-added” service to our customers.
- **Purchasing 101** – In 2021, we changed our popular Purchasing 101 class from an in-person, live lecture event to a recorded, on-demand training that customers can attend at their convenience.



Looking Forward

In support of its mission “Service through Excellence,” CAPSD is committed to providing the best possible service to our 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.

eProcurement – CAPSD has been using Public Purchase since 2011. At the time of implementation, it was projected that we would use the system (which is provided at no cost) for just a few years as it has basic, limited functionality. In FY 2020/2021 we are embarking on an effort to replace Public Purchase with a more robust system. The new system was selected and will be implemented in FY 2021/2022. With the new system, we will transition our public works bids to fully online helping increase efficiencies and reduce the length of the bidding process.

COMPASS Enhancements– CAPSD is working with the DTECH COMPASS team to implement enhancements to the system that will improve compliance.

Update to SCC 2.56.220 Contract Term – We are requesting a change to this section of the County Code to allow the Purchasing Agent the ability to execute contracts with a term of up to five years (currently three years).
Note: This was accomplished prior to finalizing this report.

Delegated Purchase Order (DPO) Class – Like the Purchasing 101 class, we will be changing the DPO class from a live, in-person training to partial “on-demand” with a follow up (part 2) virtual instructor-led course. We anticipate this will make the class more convenient for our customers while still providing the proper content and education.

Contracting Officers Forum – CAPSD will work with County Counsel and Risk Management to re-launch the Countywide Contracting Officer Forum. The forum membership will be open to all county staff responsible for contracting related duties. The goal of the forum is to provide guidance and direction to county staff on new policies related to contracting as well and sharing ideas and best practices.