



CONTRACT & PURCHASING SERVICES DIVISION ANNUAL REPORT FOR FISCAL YEAR 2019/2020

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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 Request for Bid process for construction contracts and develops contracts for various Directors and/or Deputy County Executives signature.



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 retroactive contracts in addition to 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 2019/2020, most notably the Purchasing Section cost savings of over \$9,000,000.

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 \$14,000,000 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 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 2019 survey results is included in this report.

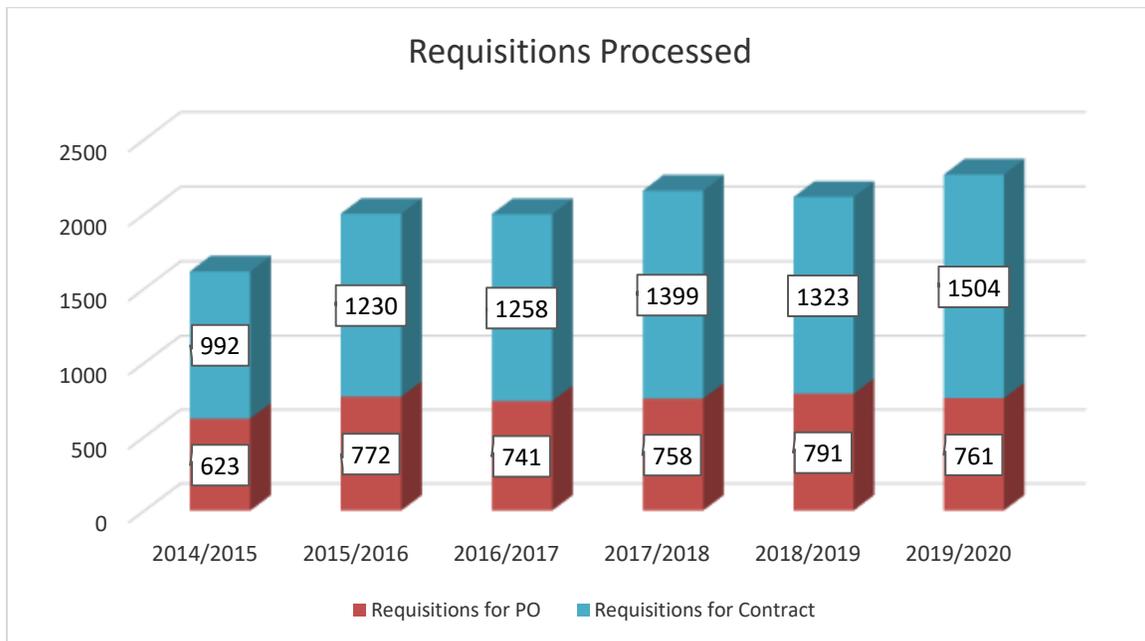
Accomplishments: The Contract & Purchasing Services Division is committed to providing a high level of service to our customers and, as such, we are continually looking to improve processes and procedures. A small sampling of some of our accomplishments during FY 2019/2020 is included in this report.



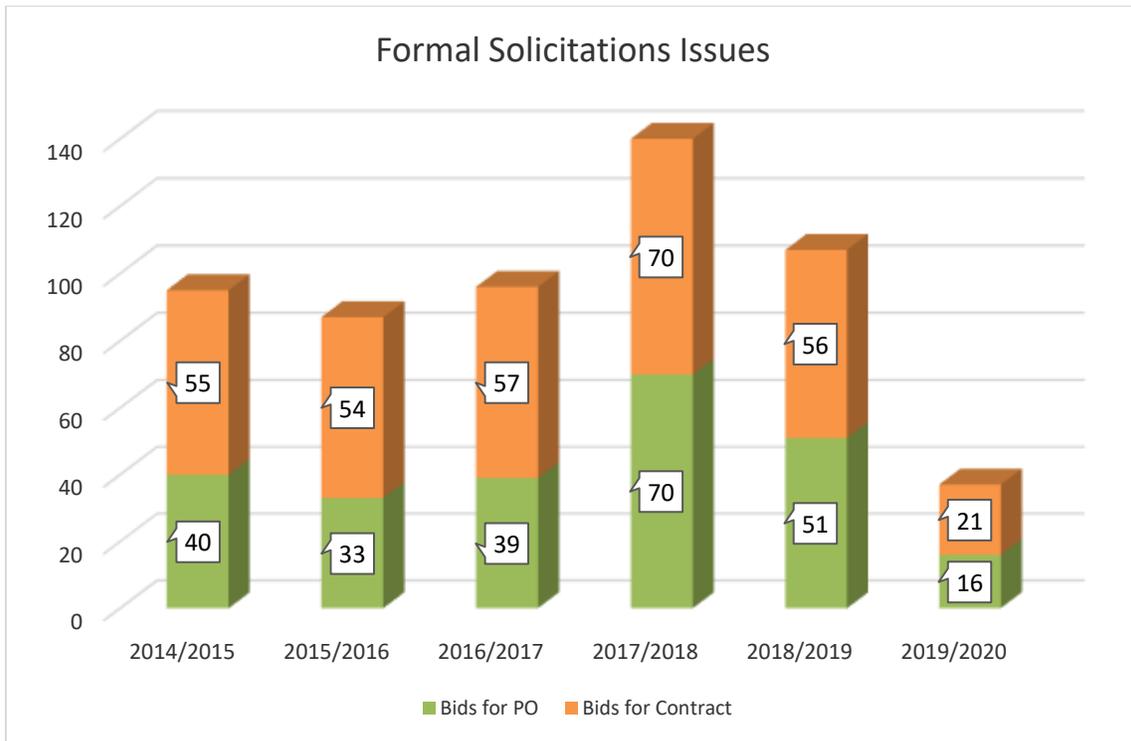
How We Buy

As indicated earlier, the Contract & Purchasing Services Division uses several methods to purchase the various goods and services needed by departments. We issue purchase orders for “one-time” purchases for departments (such as for the purchase of heavy equipment) and we issue countywide contracts to facilitate the need for recurring purchases (such as office supplies and computers). The using department issues “releases” against the countywide contracts to make their 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. The purchase order or contract will be established using one of the methods mentioned earlier (such as 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 2010/11 with the past three fiscal years annual totals in excess of 2,100 requisitions processed.



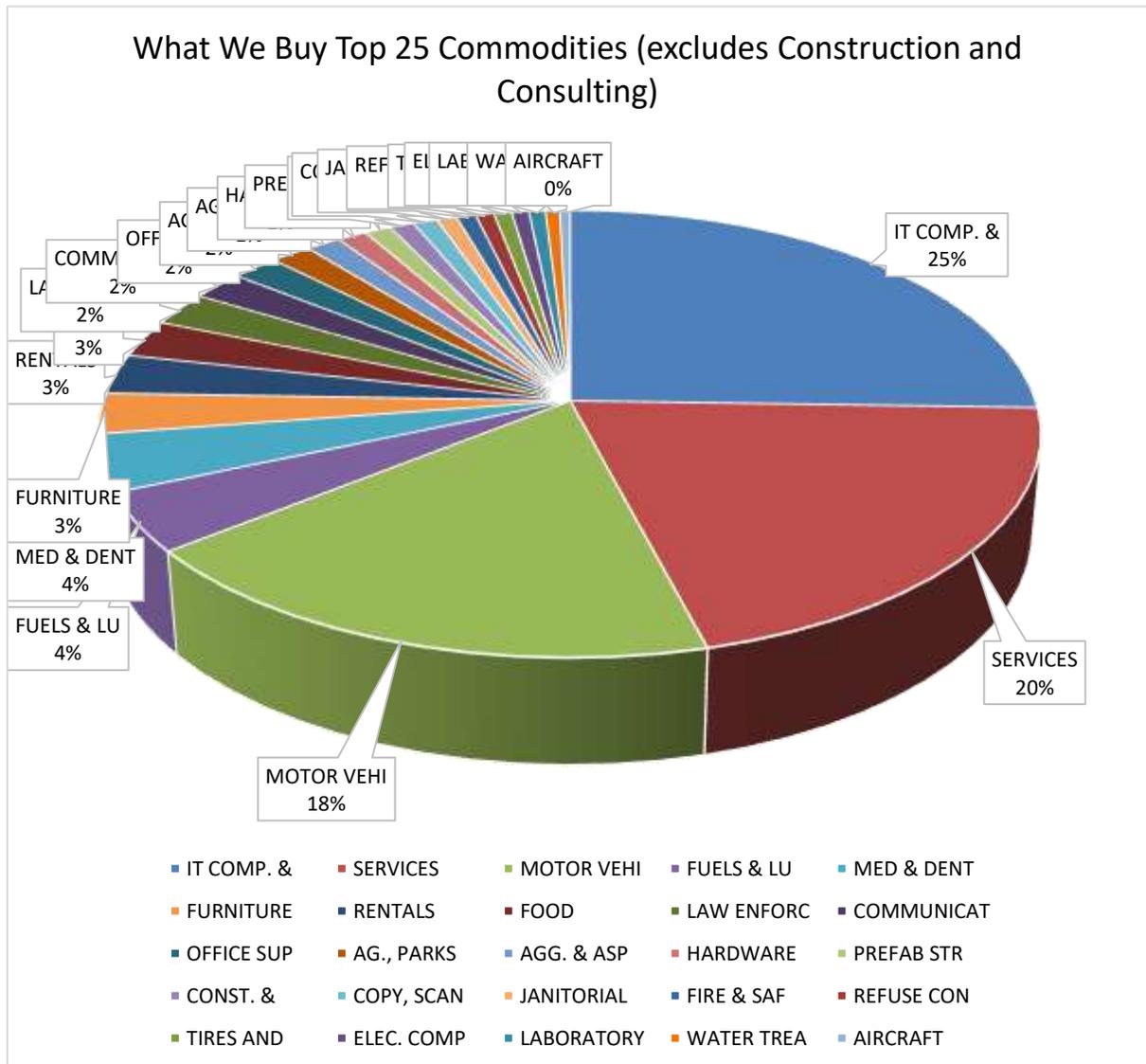
The chart below shows the number of formal solicitations (Request for Bids, Request for Proposals and Reverse Auctions) conducted over the past several years. The total number of formal solicitations has slightly decreased for a few years when our formal bidding threshold increased from \$35,000 to \$100,000 in 2014. 2017/18 was a record year with 140 formal solicitations processed. In 2019/2020 we processed the fewest number of formal solicitations.





What We Buy

The County purchases a very wide variety 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.

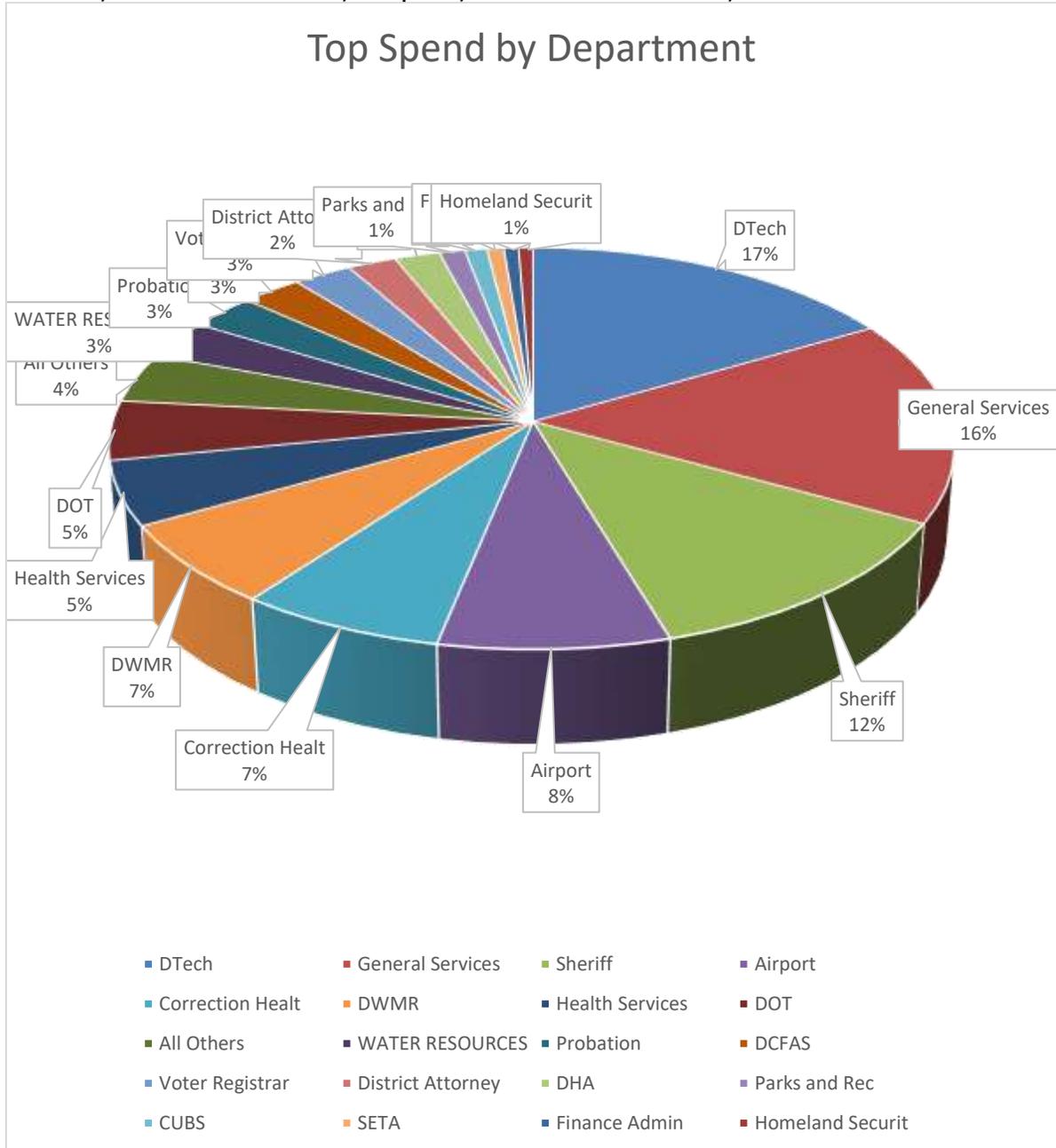




Who We Support

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.

Top Spend by Department



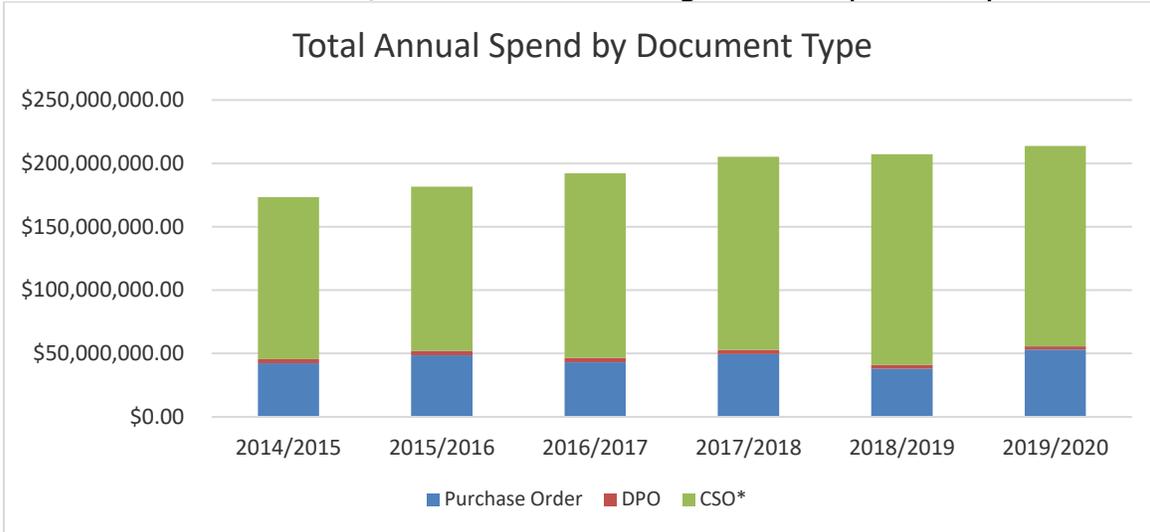


Spend Statistics –Procurement Section

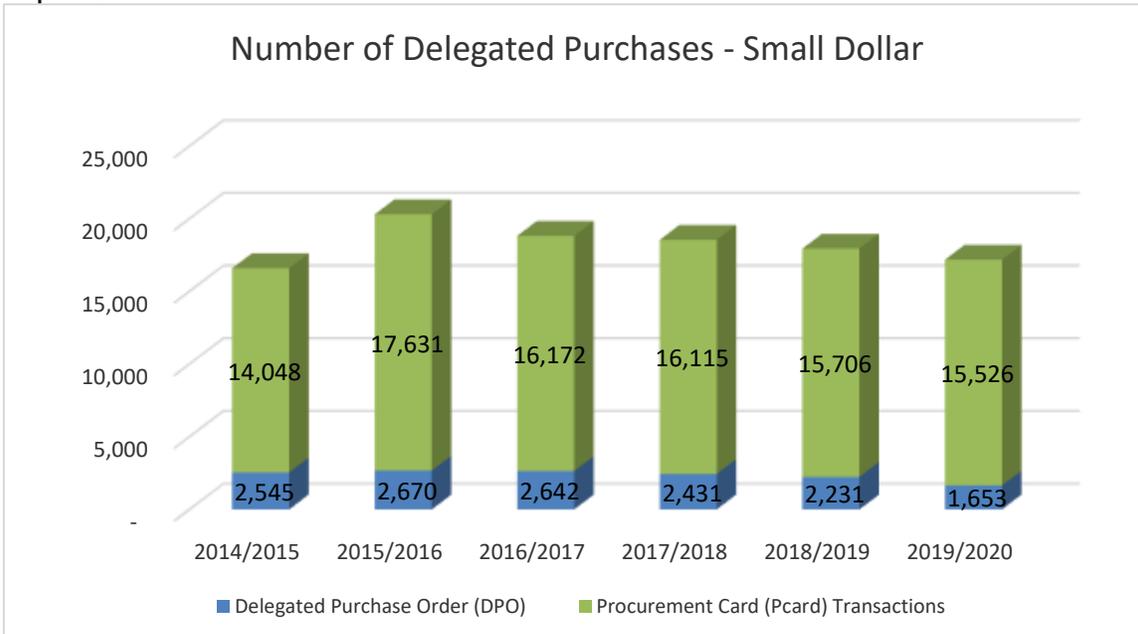
The following table shows the number of contracts and purchase orders issued for the past six fiscal years. The number of contracts listed below only include newly established contracts and do not include existing contracts that were established in prior fiscal years (most of the contracts we establish 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 2019/2020 totaled 1,198, just slightly lower than 1,266 in FY 2018/2019.



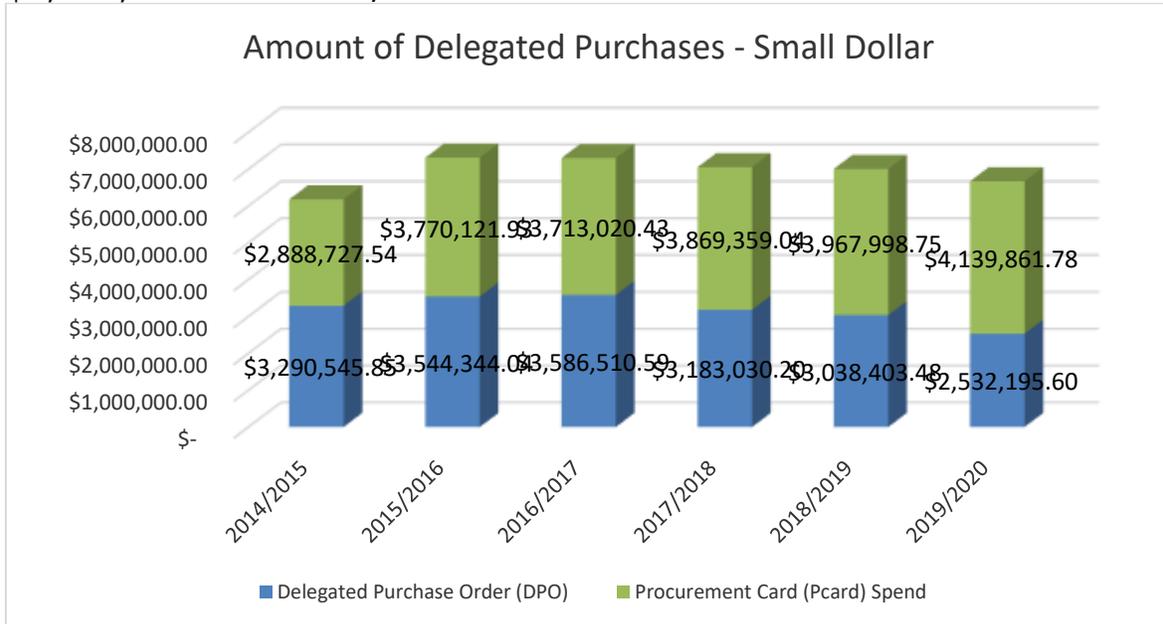
The chart below shows the total spend of purchase orders, delegated purchase orders and contracts over the past six fiscal years. This shows an overall trend of increased spend since FY 2014/2015. Total spend for FY 2019/2020 was over \$213,000,000, which is a twenty-three percent increase since FY 2014/15 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.



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. The Pcard program spend was over \$4,000,000 and the DPO program was just over \$2,500,000 in FY 2019/2020.



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Contracts Extended (per code 2.56.220)

Section 2.56.220 (Term of Contracts) of the County Code 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 40 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 2019/2020:

Name	Contract Number
A & S MOTORCYCLE PARTS INC	WA00034782
A4 promotions	WA00035601
ACME RIGGING & SUPPLY CO	WA00035006
AGILENT TECHNOLOGIES	WA00035145
ALL STAR GLASS	WA00035124
AMANO MCGANN INC	MA00034771
Authentic promotions	WA00035600
BC CAB INC	WA00033904
BLOOMBERG LP	MA00034722
COLUMBIA ULTIMATE	MA00034192
COSTAR REALTY INFORMATION INC	MA00035551
CYLINDER BOTTLE LIQUIDATORS CBL	MA00034659
DFM Associates	MA00035506
DIPIETRO & ASSOCIATES INC	MA00035355
DLT SOLUTIONS	MA00034584
ECCO EQUIPMENT CORP	WA00035314
HACH COMPANY	WA00034938
HARVEY SIGNS	WA00034869
HEWLETT PACKARD ENTERPRISE COMPANY	MA00034305
Interstate	WA00039736
Jack Nadel	WA00038482
MARTY VANICH AUTOMOTIVE REPAIR	WA00034447
MULTI SERVICE CARD	WA00035117
MWI ANIMAL HEALTH	WA00034834
NITTA EROSION CONTROL	WA00034763

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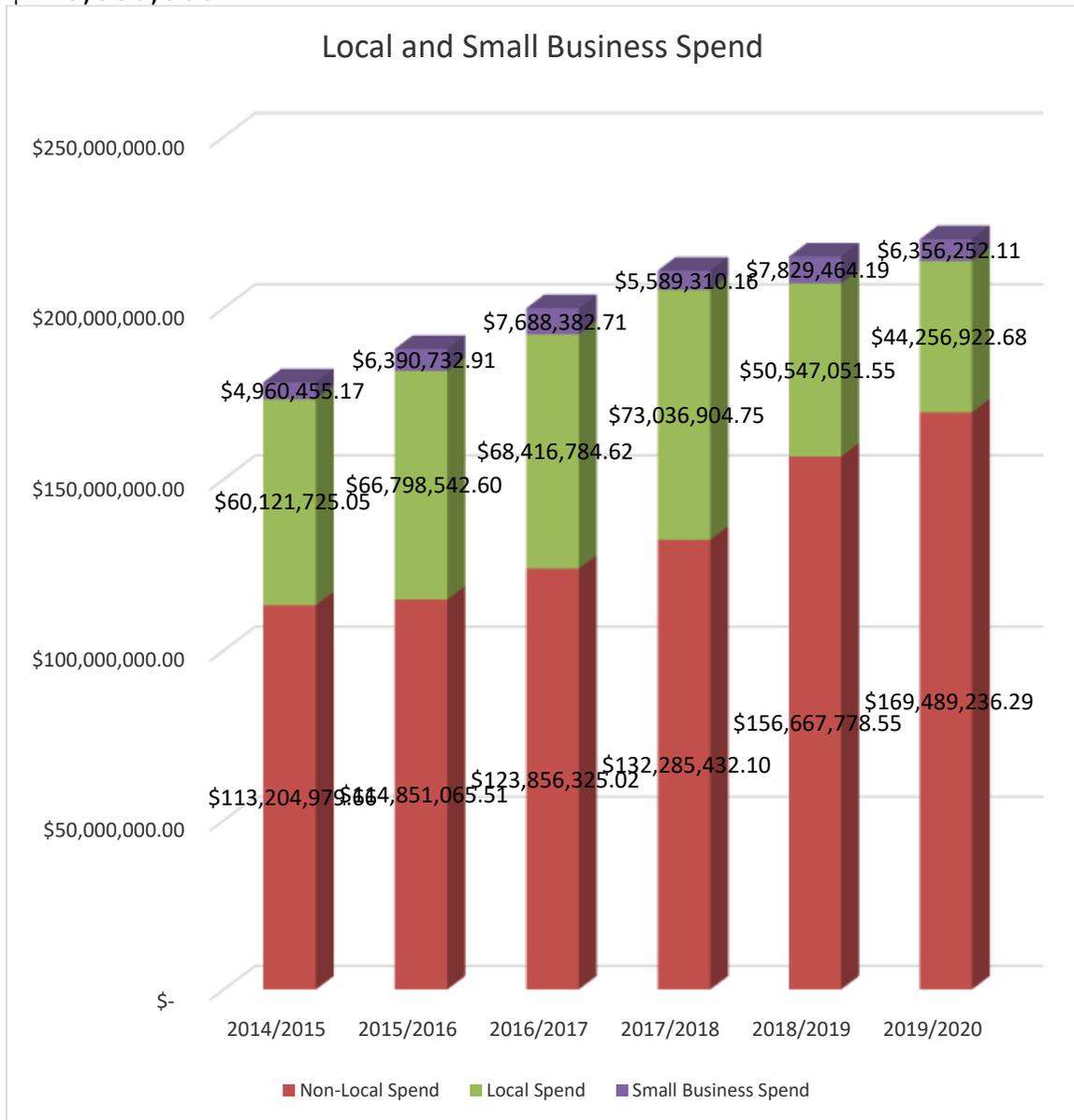
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PACE SUPPLY	WA00034267
PLACER GLASS	WA00034859
PRAXAIR DISTRIBUTION	WA00035232
QUADIENT, INC.	WA00034457
RICHMOND EMDS SOFTWARE	MA00035066
RIVERVIEW INTERNATIONAL TRUCKS LLC	WA00035041
RK Advertising	WA00035603
STATE OF CA DGS RISK & INSUR SVCS.	WA00035388
STERIS CORPORATION	WA00035271
SURVEILLANCE SYSTEMS INTEGRATION	WA00035235
SYAR INDUSTRIES	WA00035040
TEICHERT AGGREGATES	WA00035039
UNITED SITE SERVICES OF CALIF INC	WA00035055
US COLD STORAGE OF CALIFORNIA	WA00035054
VALLEY FLEET CLEAN	WA00033367
VOLVO CONSTRUCTION EQUIPMENT	MA00033961
VULCAN MATERIALS	WA00035038
WEST GROUP	WA00034736
XYLEM WATER SOLUTIONS	WA00034502
YELLOW CAB OF SACRAMENTO	WA00033905

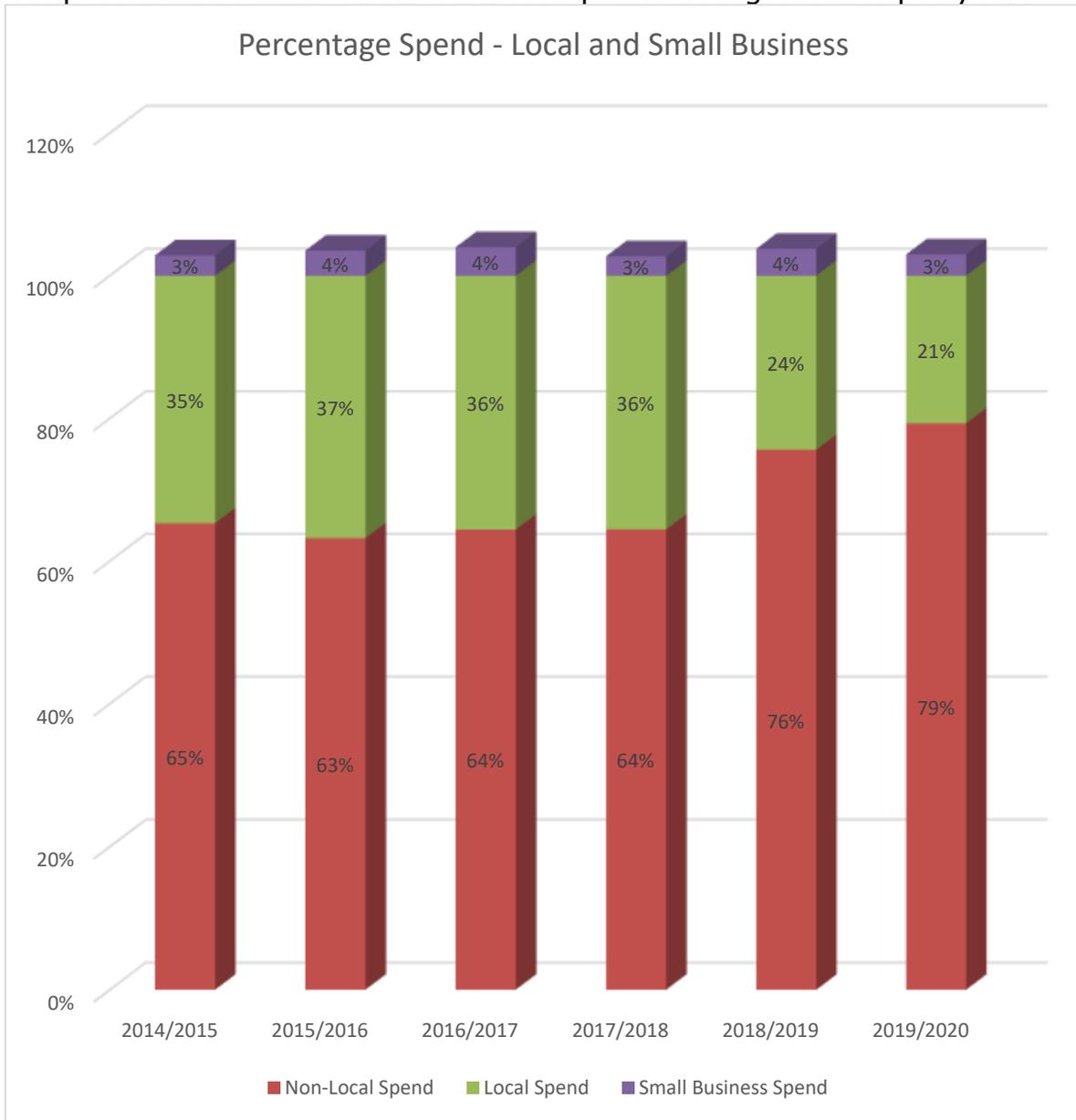


Local Vendor Spend

The following chart shows the amount of spend with local businesses, small business, “all other” business types for the past several years. In FY 2019/2020 we spent roughly \$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 2019/2020 was just under \$170,000,000.



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 low 20s for the past two FYs. The small business spend averages 3-4% per year.



Spend Statistics - Contract Services Section

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 **consulting** contracts processed through the Contract Services Section over the past six fiscal years.





The two charts below show the number of contracts and value of **construction** contracts processed through the *Contract Services Section* 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.



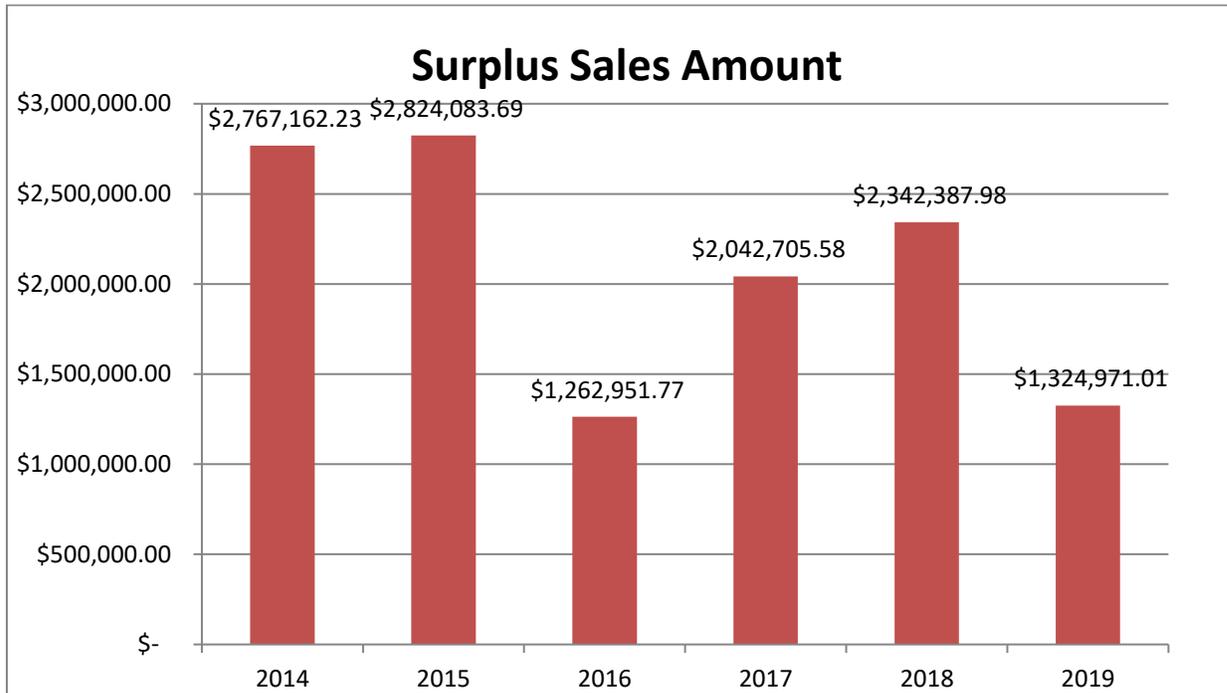
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Surplus Property

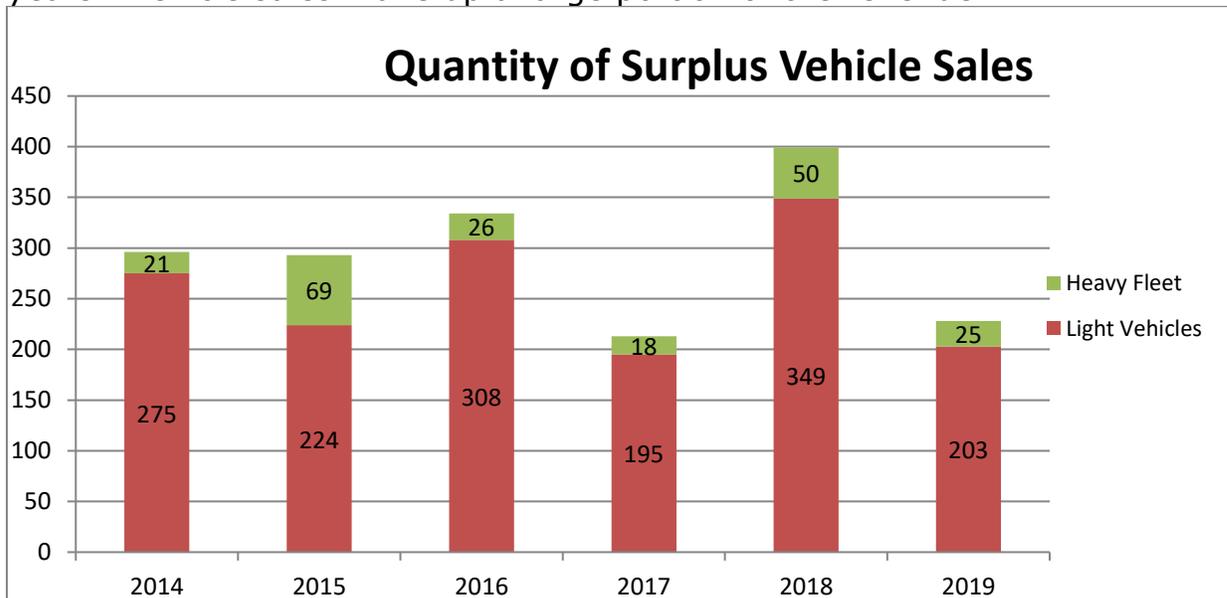
Surplus Property redistributes, recycles, or sells surplus County supplies and equipment. Below is a listing of the amount of revenue returned to departments (or the Capitol Construction Fund) for the equipment and supplies sold or recycled. Over \$2M was returned to County departments and special districts for the 2019 calendar year, which is over \$1,000,000 less than 2018 which is largely attributed to lower vehicle sales. 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.

Airports	\$183,597.01
Capital Construction Fund	10,015.38
Carmichael Rec & Park	2,213.00
DA	11,211.00
DGS	69.88
DHA	925
DOT	19,600.00
DWMR	64,689.50
Development & Code Enforcement	1,911.00
Fleet	974,352.42
Parks & Rec	2,357.50
SETA	3,851.26
Sheriff	32,861.99
Sunrise Parks & Recreation District	11,128.00
Traffic	417.5
Water Resource	4,242.00
Other/Recycle Sales	
Scrap Paper	-23,601.26
Scrap Metal	8,389.73
E Waste	-12,122.46
Cash & Carry	28,862.56
Total Surplus Sales	\$1,324,971.01

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.





Staffing Levels

CAPSD currently has 19 full time equivalents, which has 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. In 2019, a Senior Contract Services Officer position was converted to a Contract Services Manager. 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 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 customer 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 260 hours of CTO in 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 top layoffs), 2014, and 2019. The 2019 staff counts include three FTE devoted to work absorbed from the AFS Contract Desk, therefore comparing 2008 to 2019 is not an “apples to apples” comparison.

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STAFFING LEVEL COMPARISON CHART:

	July 1, 2008	July 1, 2014	July 1, 2020
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	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 items/tasks/process improvement initiatives. Over 125 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 Housing and Redevelopment Agency, Sacramento Municipal Utility District, etc.). Due to increased workloads, the CAPSD Work Plan has received little attention over the past few years. With the reclassification of a Senior Contract Services Officer to Contract Services Manager I, we had hoped to begin addressing the items listed on our work plan in FY 2019/2020, but this has not occurred yet. The impact of the pandemic has shifted our focus to other things.



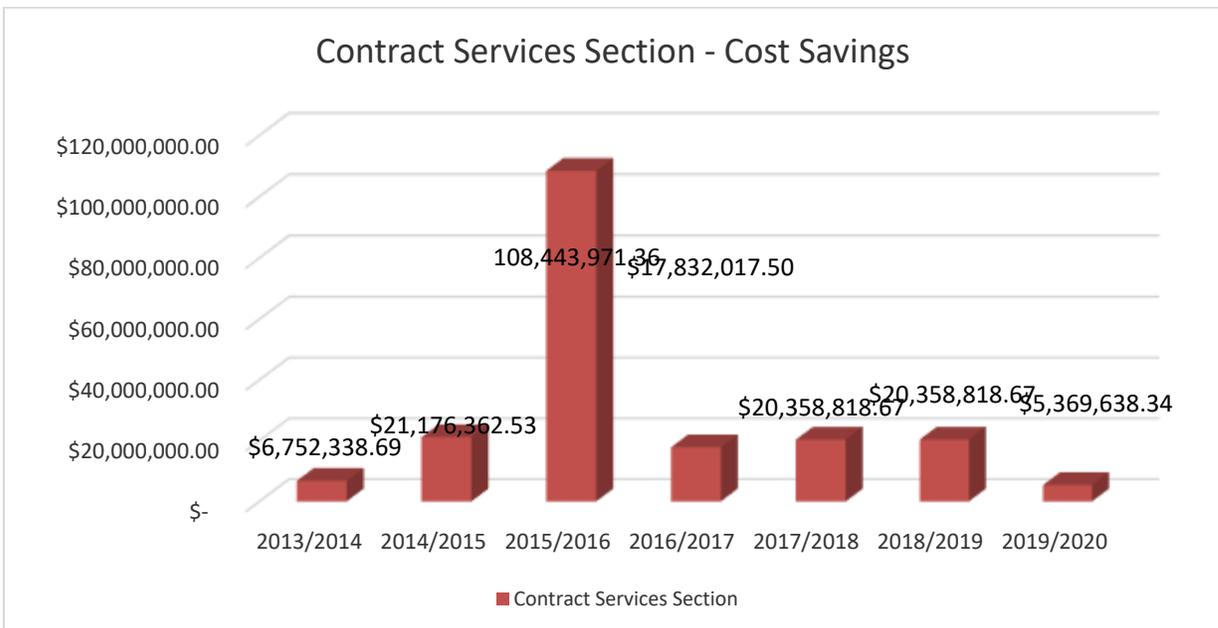
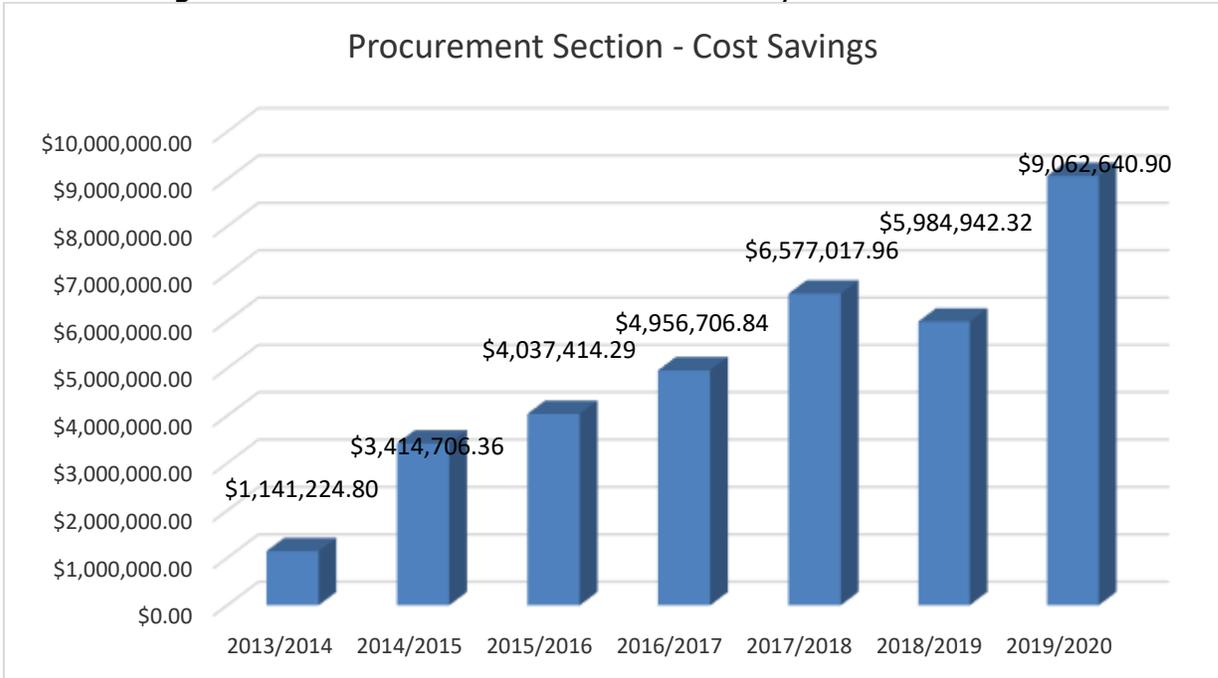
Our Value to the County

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 (contracts and purchase orders). In 2019 collaborating with County Counsel, Risk Management and Dtech, we developed new standard template language for Goods and Services and are 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 on the front line negotiating terms with vendors. It is a challenge negotiating additional critical terms into our contracts as this takes more time with our limited staffing resources but are necessary to prepare and complete a contract or purchase order. However, our involvement in the process reduces the County's exposure to risk. CAPSD is the "gate keeper" 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, decrease maverick buying, 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 2019/2020 Fiscal Year, we were able to capture over \$14,000,000 (over \$9M for the *Procurement Section* and over \$5M for the *Contract Services Section*) in cost savings. The *Procurement Section* shows a steady increase in savings over the past several years, which is a result of more diligent reporting and tracking by staff. The *Contract Services Section* shows a large spike in 2015/16, primarily due to one EchoWater project coming in well below the engineer's estimate. With an annual operating

budget of less than \$3M, CAPSD clearly and consistently provides an outstanding "return on investment" to the county.



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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.

Savings Amount	Department	Comment/Description
\$5,349,876.20	County General	Bulk purchase RFB for Cisco products; zero % lease, plus \$6,000,000 software included. at no charge
\$523,260.00	County General	5.13% savings over the next 7 years as a result of RFP 8626.
\$490,000.00	County General	RC33682576 RC33682577 RC33682578 WA00034777 Bob Barker Co WA00034778 Victory Supply LLC WA00034779 Pacific Lodging Supply Negotiated Contract Renewals for the Year 4 and Year 5
\$423,840.53	Sheriff Admin	2019/2020 Q3 Food Spot Saving \$423,840.53
\$374,735.77	Sheriff Admin	2019/2020 Q2 Food Spot Saving \$374,735.77
\$334,286.26	Sheriff Admin	2019/2020 Q1 Food Spot Saving \$334,286.26
\$331,917.73	County General	Sheriffs food program minus the cost of cold storage for the entire program \$42,688.59, the savings at the time of purchase of fiscal year 4th Qtr 2018/2019 is \$289,229.13
\$172,958.25	ISA Fleet Services	Passenger Buses RFB 8653
\$84,696.00	County General	current 0.7314 per gallon/new 0.6305 per gallon x 70K per month x 12 months RFB8663
\$81,448.58	ISA Fleet Services	F350 Trucks

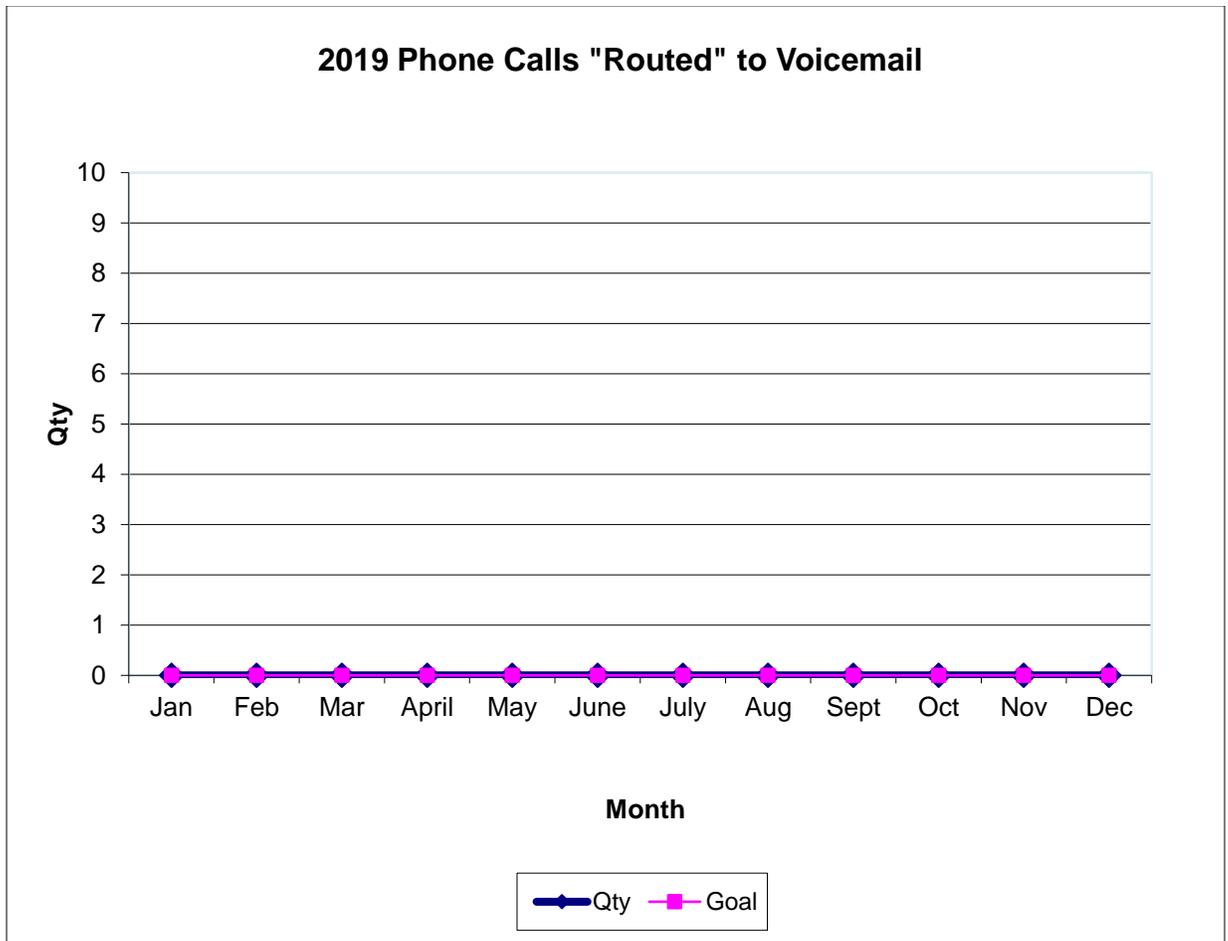


Performance Measurements

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

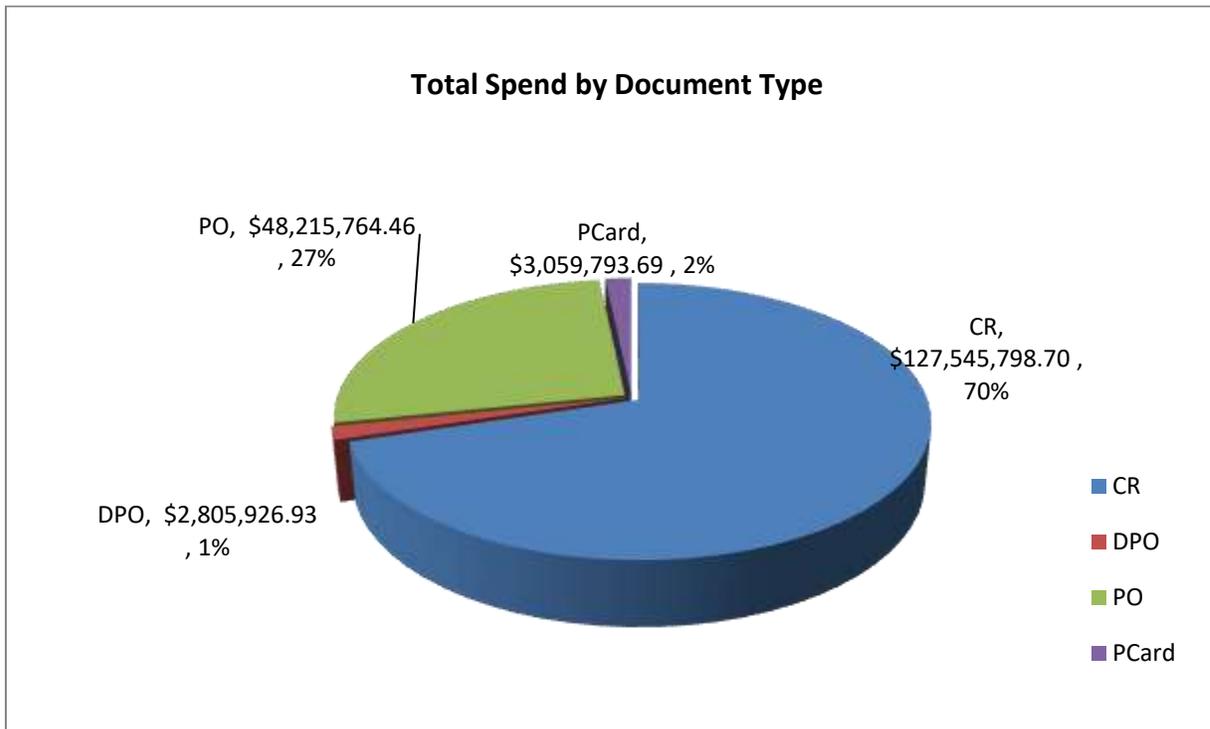
- 1) Phone Calls - To maintain the current number of calls to the 916-876-6360 telephone line (our main phone number) forwarded to voicemail during normal business (M-F, 8:00 – 5:00) hours to zero.

As indicated in the chart below, we hit our goal for every month in 2019, which is the first time we've been able to do so in many years. This is directly attributable to hiring an intern to assist with some of our administrative duties.



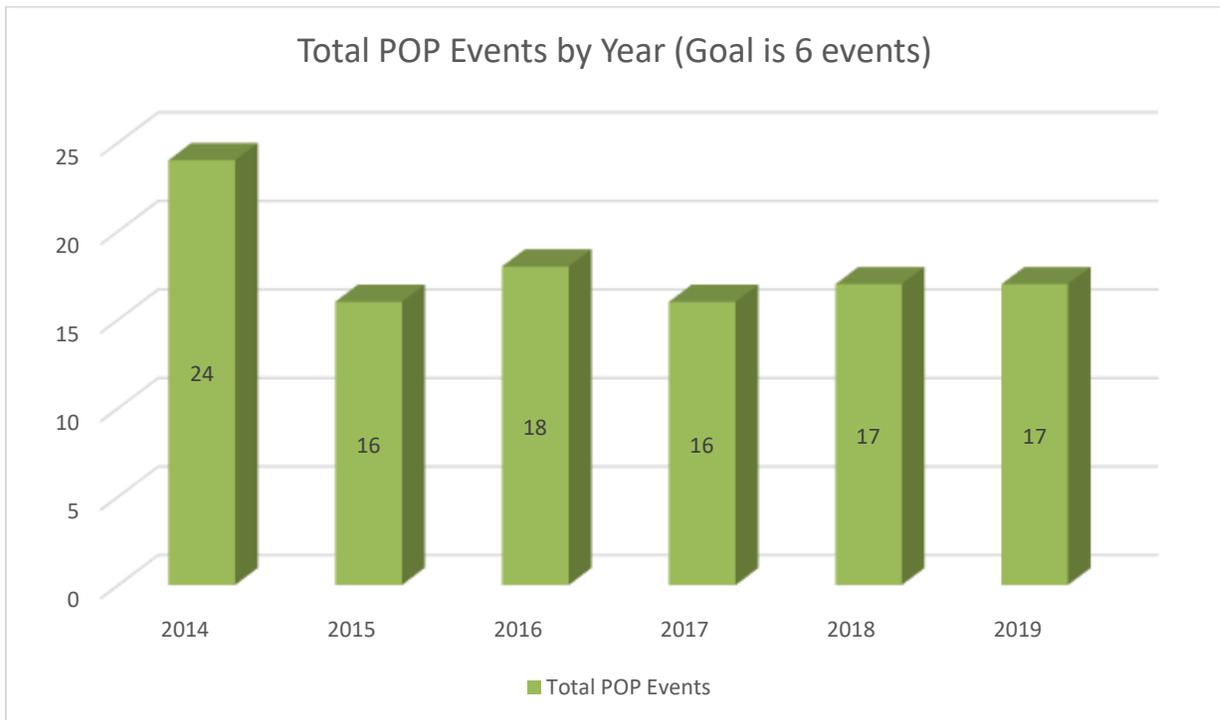
2) Contracting Percentage – The objective is to increase the percentage of purchases made against contracts (CR) by County personnel, compared to overall spend including delegated programs, such as DPO, and one-time purchases (PO), and increase the number of County contracts. The PM is to maintain the 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 missed our goal by 5%. This was mainly due to several large equipment purchases made on purchase orders.



- 3) Participation in Small Business Outreach Events – 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, although the number of events we attend each year has decreased since 2013, however we still exceeded the goal of six events almost 3-fold by attending seventeen events in 2019. 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.



4) Customer Satisfaction: In 2006, CAPSD implemented several Performance Measurements, 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 2019 survey was to have 5% (or less) negative responses. We received 42 completed surveys in 2019. The results are as follow and with no negative responses. In 2018, we had 7% negative responses. Since we reorganized in early 2018/2019, we expected to have an increased level of customer satisfaction in for the 2019 survey results and were pleasantly surprised when no responses were negative, thereby validating our reorganization was successful.





Accomplishments

Below is a partial listing of the accomplishments achieved by CAPSD during FY 2019/2020:

- **Achievement of Excellence in Procurement (AEP) Award** - CAPSD was again successful in our application for the 2019 AEP Award. The requirements for this award are updated annually to keep fresh with trends and "best practices." We look forward to accepting our 15th award at the 2020 California Association of Public Procurement Officials Conference. Sacramento County was one of 46 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 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.
- **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** - In 2019/2020, John Moestopo served as Chair of the Capitol City Chapter of the California Association of Public Procurement Officials (CAPPO) and Craig Rader started a two-year term as Director North for CAPPO. Craig also served on the 2020 CAPPO Conference Committee. In addition to CAPPO involvement, limited staff are also members of and/or actively participate in the National Institute of Government Procurement (NIGP). Craig Rader is currently serving a three-year term as a Chapter Ambassador for Area 9 (Western States region).

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- **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 2018 calendar year. CAPSD staff attended sixteen events focused on local, small business outreach. CAPSD is also an active member of the Sacramento Public Agency Consortium (SacPAC). In FY 2019/2020 we updated our definitions of small and micro-business to align with the State of California’s definitions and updated the county code upon receiving approval from the Board of Supervisors.

- **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 with small business information. So far, we have been unable to obtain the necessary files to ensure our reporting is accurate. Therefore, the reporting figures in this report are probably under reported. However, now that our definitions are aligned, we hope to have more accurate usage information for the FY 2020/2021 report.

- **Professional Development** – CAPSD Management and staff recognize the importance of continuous self and professional development, as indicated by the following:
 - John Moestopo served as Chair of the Capitol City Chapter of the California Association of Public Purchasing Officers (CAPPO)
 - Craig Rader serves 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)
 - Six employees attended (and one employee made presentations at) the 2020 103rd Annual CAPPO Conference and Supplier Exposition.
 - Nine employees attended and one employee made a presentation at the 2019 CAPPO/NIGP Cooperative Conference. In addition, two

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employees were on the conference planning committee.

- **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.



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.

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

Amazon Single Sign-On (SSO) – CAPSD is working with the DTECH COMPASS team to implement Single Sign-On services for employees making county purchases from Amazon. SSO will help improve compliance.

Online Training – CAPSD will provide more online and pre-recorded online training to our internal and external customers. Pre-recorded training will allow our customers to obtain needed training at any time instead of having to wait for the next class (some of which have only been available a few times a year).
