

**PURCHASING
ADMINISTRATION, OPERATIONS AND PROJECT
MANAGEMENT INFORMATION SYSTEM (PMIS)**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To procure goods and services in an efficient manner as required by County Departments and Divisions enabling them to perform their functions to the citizenry in a timely manner, and to track the progress of capital construction projects in the County.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of solicitations processed (excluding resolicitations)	467	424	834	
Number of resolicitations processed	101	79	260	
Solicitations processed per professional position	25	22	47	
Small Business Enterprises (SBE) solicited (notified)	13,227	11,470	16,568	
Total awards issued centrally (including SBEs)	789	783	2,412	
Total awards issued centrally to SBEs	189	173	301	
Average number of calendar days to process quotations <\$30,000	N/A	65	53	
Average number of calendar days to process non-construction awards >\$30,000 <\$250,000	N/A	121	157	
Average number of calendar days to process construction awards >\$30,000 <\$250,000	N/A	158	150	
Average number of calendar days to process non-construction awards >\$250,000	N/A	178	167	
Average number of calendar days to process construction awards >\$250,000	N/A	353	160	
Percent of Master Agreements renewed/replaced 30 days prior to expiration	54	76	67	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Joint Application Development (JAD Session) PMIS User Group Sessions held	N/A	3	6	

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
PMIS Training Manuals developed & maintained	N/A	2	7	
PMIS training events scheduled	N/A	13	36	
PMIS - Number of staff trained	N/A	65	200	
PMIS - Number of reports developed	N/A	27	150	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

**PURCHASING
CENTRAL WAREHOUSE**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To maintain a stock of low dollar, high volume items for economical and efficient distribution to agencies on a demand basis and to dispose of surplus property.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of line items processed	11,146	5,933	20,000	1
Cost per dollar of inventory processed (in cents)	29	30	30	
Dollar value of goods sold as surplus (auction or sale)	23,137	86,581	80,000	2
Percent of pick-up orders pulled the same day	100	80	75	
Internal customer satisfaction rating	N/A	N/A	83	3,4
Percent of inventory availability	N/A	N/A	95	5

- 1 This measure is lower than this time last year due to the cancellation of deliveries along with the continued elimination of office supplies.
- 2 This measure is higher than this time last year due to unanticipated surplus sales items.
- 3 Measure reported annually.
- 4 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 5 This measure is no longer viable because inventory backorder servicing was turned off due to the elimination of office supply inventory items which are in the process of being discontinued.