

Service Plan of the Division of Purchasing and General Services

Fiscal Year 2020

The Division of Purchasing and General Services consists of the state cooperative contracting program, purchasing and contracting on behalf of executive branch state agencies, the State Mail and Distribution Program, and State Digital Print Services, and the State Print Services Center. The mission of the Division of Purchasing and General Services is to deliver products and services of the highest quality and best value. All of the programs within the Division of Purchasing and General Services are funded as an internal service funds with a small appropriation from the general fund. Recognizing the efficiency and cost savings associated with having the Division of Purchasing administer the state's cooperative purchasing program, in 2010 the Legislature authorized the Division of Purchasing to charge up to a 1% administrative fee to fund the work performed by the Division of Purchasing in administering the state cooperative contract program. Note that the Division of Purchasing does not receive any Legislative appropriated funding to administer the state cooperative contracting program. The remaining internal service funds charge the end users for the services and products. This Service Plan is prepared in compliance with Section 63A-1-111.

What are the services we provide?	What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?	FY2019 Measured Results
Procurement Standards				
<p>The underlying purposes and policies in the division are:</p> <p>(1) to simplify, clarify, and modernize the law governing procurement in the state;</p> <p>(2) to ensure the fair and equitable treatment of all persons who deal with the procurement system;</p> <p>(3) to provide increased economy in state procurement activities; and</p> <p>(4) to foster effective broad-based competition within the free enterprise system</p>	<p>Develop guidelines, rules, and standards that adhere to the purposes and policies.</p> <p>Provide quarterly training for all procurement officials in the state.</p> <p>The division produces a monthly newsletter to highlight the purposes and policies of the Utah Procurement Code.</p> <p>The division maintains and manages an e-procurement system for state agencies, schools, higher education and local governments throughout the state to use to publish solicitations.</p>	<p>Adopt guidelines, rules, and standards per subject matter according to professional standards.</p>	<p>Number of guidelines, forms, and manuals online.</p> <p>Training opportunities, available to procurement professionals in the state.</p>	<p>Online forms are updated and maintained on the Division of Purchasing's website: https://purchasing.utah.gov/forms/</p> <p>3 - PEP Seminars held 1 - Reverse Tradeshow in partnership with NIGP</p>
1. Purchasing Services				
<p>a. State Cooperative Contract Program</p> <p>State "Best Value" Cooperative Contracts are used for commonly needed goods and services by state agencies, schools, higher education and local governments throughout the state.</p>	<p>The division coordinates the procurement process and subsequently manages approximately 1,000 state cooperative contracts.</p> <p>The State "Best Value" Cooperative Contracting Program saves public entities between \$160 million to \$320 million through lower prices achieved by volume discount pricing resulting from bringing together the purchasing power of all public entities in the state.</p> <p>Savings also occurs through reduced personnel costs incurred by public entities. Estimates show that cities, counties, school districts, colleges and universities, and services districts save approximately \$21 million per year in reduced personnel costs because the division conducts a single procurement in their behalf, opposed to each public entity in the state conducting thousands of individual separate procurements. These contracts are available on the division's website and some of the contracts include the capability for electronic ordering.</p> <p>The division produces a newsletter that provides updates and information about the contracts.</p>	<p>Currently, the State "Best Value" Cooperative Contracting Program manages approximately 1,000 state cooperative contracts, representing hundreds of vendors and approximately \$2 billion in sales for and in behalf of public entities in Utah.</p> <p>The Program also saves vendors money – much more than the small administrative fee they pay. Vendors on a state "best value" cooperative contract save money by not having to prepare thousands of bids and proposals in order to contract with all public entities in the state. Instead, vendors prepare one bid or one proposal in response to the single bid or RFP issued by the division. Vendors are also spared the administrative expense associated with managing individual contracts with thousands of separate public entities throughout the state. Vendors on state contract have the opportunity to significantly increase their sales through the division's state cooperative contracts.</p> <p>Because thousands of public entities buy from these contracts, vendors on state contract have access and make sales to public entities that they otherwise would not have.</p>	<p>% of Voluntary Usage on Statewide "Best Value" Contracts.</p> <p>Spend on Statewide "Best Value" Contracts.</p> <p>Benchmarking Results. Survey Results.</p>	<p>70% of spend on Statewide "Best Value" contracts is voluntary usage</p> <p>Total spend on Statewide "Best Value" Contracts: \$586,789,969.52</p>

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b. Agency Specific Procurements				
These procurements include standard procurement process solicitations (quotes, invitation for bids, request for proposals, and request for statement of qualifications) and exception for a standard procurement process.	The Utah Procurement Code establishes the division as the "Issuing Procurement Unit" for all executive branch procurement units without independent procurement authority. This designation, in addition to numerous other responsibilities, means the division is responsible for reviewing agency solicitations to verify they are in proper form; causes the notices for solicitations to be published; review and negotiate the terms and conditions of contracts.	<ul style="list-style-type: none"> Timely procurement and contract processing and execution services. Agency procurements that fulfill the requirements of the agencies. Procurements should be error and mistake free. All agency procurements should be issued and conducted in a manner that ensures full compliance with the Utah Procurement and Administrative Rules. 	# of Agency Solicitations processed. Going forward each solicitation received will be tracked for average processing time in FY 2019	# of Agency Solicitations processed: 1,620 Average processing time for Agency Solicitations: 61.87 days
2. Print services				
Copier Lease Program				
The Copier Lease Program provides leasing of copiers that meets the agency's immediate and long term requirements and specifications. Full service maintenance is provided through the copier manufacturer or its local representative. The Copier Lease Program also provides all copier consumables, if desired.	When an agency subscribes, the program purchases and installs the copier(s), provides the required supplies, trains the staff on copier operation, and assures that the copier is well maintained. The principal advantages of the program are that all costs are paid from the agency's operating budget based on a cost per copy. A reliable copier is placed; the agency is relieved with the responsibility of the challenge and paper work of establishing maintenance contracts and ordering supplies. The benefits include improved agency staff morale, reduced copying costs and excellent service.	Service Rate Competitiveness. Rates are benchmarked against the private sector and other governments.	Survey Results. Customer Account Renewal Rate for copiers; percent of customers that renew. Number of new accounts. Internal Service Fund Breakeven Ratio	FY19 Results will be posted once the program has closed out its FY19 operations
Print Service Center				
Print Services manages the outsourced contract with Xerox Corporation to provide high speed copying services.	The consolidated print center provides black and white, color high speed copying and finishing services. Free pick-up and delivery are available for those jobs in hard copy form and completed print jobs. Print jobs are also transmitted to the center electronically.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments	Survey Results Print Accuracy On-time Delivery Internal Service Fund Breakeven Ratio	FY19 Results will be posted once the program has closed out its FY19 operations
3. State Mail and Distribution Services				
Incoming and Outgoing Mail Services				
State Mail and Distribution Services is a full service mail processing and distribution agency. Our mission is to provide a cost effective and comprehensive mail and distribution support system for our customer agencies.	Services include picking-up, sorting and delivering inbound United States Postal Service mail, interagency mail, outbound United States Postal Service mail and special service inter-agency delivery of forms, supplies and parcels. State Mail offers state of the art inserting, folding and associated services. In addition, our customers benefit from our trackable inter-office delivery service (MailTrac), which provides proof of delivery	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments	Survey Results Costs Saved vs Could Have Saved. % of Presort Mail Benchmark Internal Service Fund Breakeven Ratio	FY19 cost avoidance: \$1,712,496
4. State Surplus				
State Surplus Program				
The mission of State Surplus is the accounting and ethical disposal of State owned property.	Property is first offered for re-utilization to state and other governmental agencies. Property is then offered to the public for sale, and in some instances, by way of sealed bids and auctions.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments	Survey Results Money sent back to agencies after surplus item sale. Internal Service Fund Breakeven Ratio	FY19 Results will be posted once the program has closed out its FY19 operations
Federal Surplus Program				
The Federal Surplus Property Program is a Utah State governmental program that is tasked with the responsibility of locating, acquiring and distributing federal surplus personal property to what is commonly referred to as "donees" consisting of state and local governments and eligible non-profit organizations. Property is acquired from various federal agencies and military installations nationally and world wide. Property is "screened" directly for donees based upon their wants and needs.	Training and other information on the Federal Program can be found at: https://purchasing.utah.gov/general-services/surplus-property/federal-surplus-property/	Standards and participation in the program are established by the Federal Government	Internal Service Fund Breakeven Ratio	FY19 Results will be posted once the program has closed out its FY19 operations