

Service Plan

Fiscal Year 2022

The Department of Government Operations creates innovative solutions to transform government services. The mission of the Division of Purchasing & General Services is to deliver products and services of the highest quality and best value. The Division of Purchasing & General consists of Purchasing, which provides purchasing contract oversight for all State Cooperative and agency contracts, and General Services, which consists of State Mail and Distribution Services, Print Services, and the Surplus Property Program. The Division is created by statute –Title 63A Chapter 2 Part 1 Section 101. Its duties are specified in Title 63A, Chapter 2.

This Service Plan is prepared in compliance with [Section 63A-1-111](#). Questions regarding the plan may be directed to Christopher Hughes, Division Director, 801-957-7130 or christopherhughes@utah.gov.

| 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? |
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| Procurement Standards | The underlying purposes and policies in the division are: (1) to simplify, clarify, and modernize the law governing procurement in the state; (2) to ensure the fair and equitable treatment of all persons who deal with the procurement system; (3) to provide increased economy in state procurement activities; and (4) to foster effective broad-based competition within the free enterprise system | Develop guidelines, rules, and standards that adhere to the purposes and policies. Provide quarterly training for all procurement officials in the state. The division produces a monthly newsletter to highlight the purposes and policies of the Utah Procurement Code. 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. | Adopt guidelines, rules, and standards per subject matter according to professional standards. | Number of guidelines, forms, and manuals online. Training opportunities, available to procurement professionals in the state. |

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| Purchasing Services | State Cooperative Contract Program | | | |
| <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 900 state cooperative contracts. 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. (statecontracts.utah.gov)</p> <p>The division produces a newsletter for Eligible Users of these contracts that provides updates and information about contract availability, how to use them, and status of these contracts.</p> | <p>Currently, the State “Best Value” Cooperative Contracting Program manages approximately 1,200 state cooperative contracts, representing hundreds of vendors and approximately \$2 billion in sales for and on behalf of public entities in Utah. The program also saves vendors much more than the small administrative fee they pay. Vendors on a 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 cooperative contract have the opportunity to significantly increase their sales through the division’s state cooperative contracts. Because thousands of public entities buy from these contracts, vendors on state cooperative contract have access and make sales to public entities that they otherwise would not have.</p> | <ul style="list-style-type: none"> • % of Voluntary Usage on Statewide “Best Value” Contracts • Spend on Statewide “Best Value” Contracts • Benchmarking Results • Survey Results | |

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| | Agency Specific Procurements | | | |
| | <p>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. Review of formed contracts and admendments.</p> | <p>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.</p> | <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. | <ul style="list-style-type: none"> • # of Agency Solicitations processed • Average solicitation processing time • Contract initial review and amendment average processed time • Customer Satisfaction scores |
| State Mail and Distribution Services | <p>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.</p> | <p>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.</p> <p>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.</p> | <p>Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.</p> | <ul style="list-style-type: none"> • Survey Results • Costs Saved vs Could Have Saved. • % of Presort Mail Benchmark. • Internal Service fund Breakeven Ratio. |
| Print Services | Copier Lease Program | | | |
| | <p>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.</p> | <p>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</p> | <p>Service Rate Competitiveness. Rates are benchmarked against the private sector and other governments.</p> | <ul style="list-style-type: none"> • Survey Results • Customer Account Renewal Rate for copiers (% of customers that renew) • Number of new accounts • Internal Service fund Breakeven Ratio. |

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| | | 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. | | |
| 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 | <ul style="list-style-type: none"> • Survey Results • Print Accuracy • On-time Delivery • Internal Service fund Breakeven Ratio. |
| State Surplus | | | | |
| | The mission of State Surplus is the accounting and ethical disposal of State owned personal 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. | <ul style="list-style-type: none"> • Survey Results • Money Sent Back to Agencies After Surplus Item Sale • Internal Service fund Breakeven Ratio. |
| Federal Surplus Property 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 nonprofit organizations. Property is acquired from various federal and military installations nationally and worldwide. Property is “screened” directly for donees | 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 | <ul style="list-style-type: none"> • Internal Service fund Breakeven Ratio. |

Note: Rates and fees associated with these services may be found in S.B. 8 (2021).