



Procurement Department

July 23, 2012



About PhillyStat

- PhillyStat is the City of Philadelphia's performance management program, led by the Managing Director and the Finance Director. During PhillyStat meetings, the Mayor or a Core Team member reviews progress towards the Mayor's strategic goals and individual departmental performance. There are two types of PhillyStat meetings: Ops and Outcomes. This presentation is for a PhillyStat Ops meeting.
- At PhillyStat Ops meetings, a single department reviews their operations with a member of the Mayor's Cabinet. Performance is reviewed in five areas: departmental operations, customer service, finances, technology and human resources. These meetings are held quarterly.

Structure of Presentation

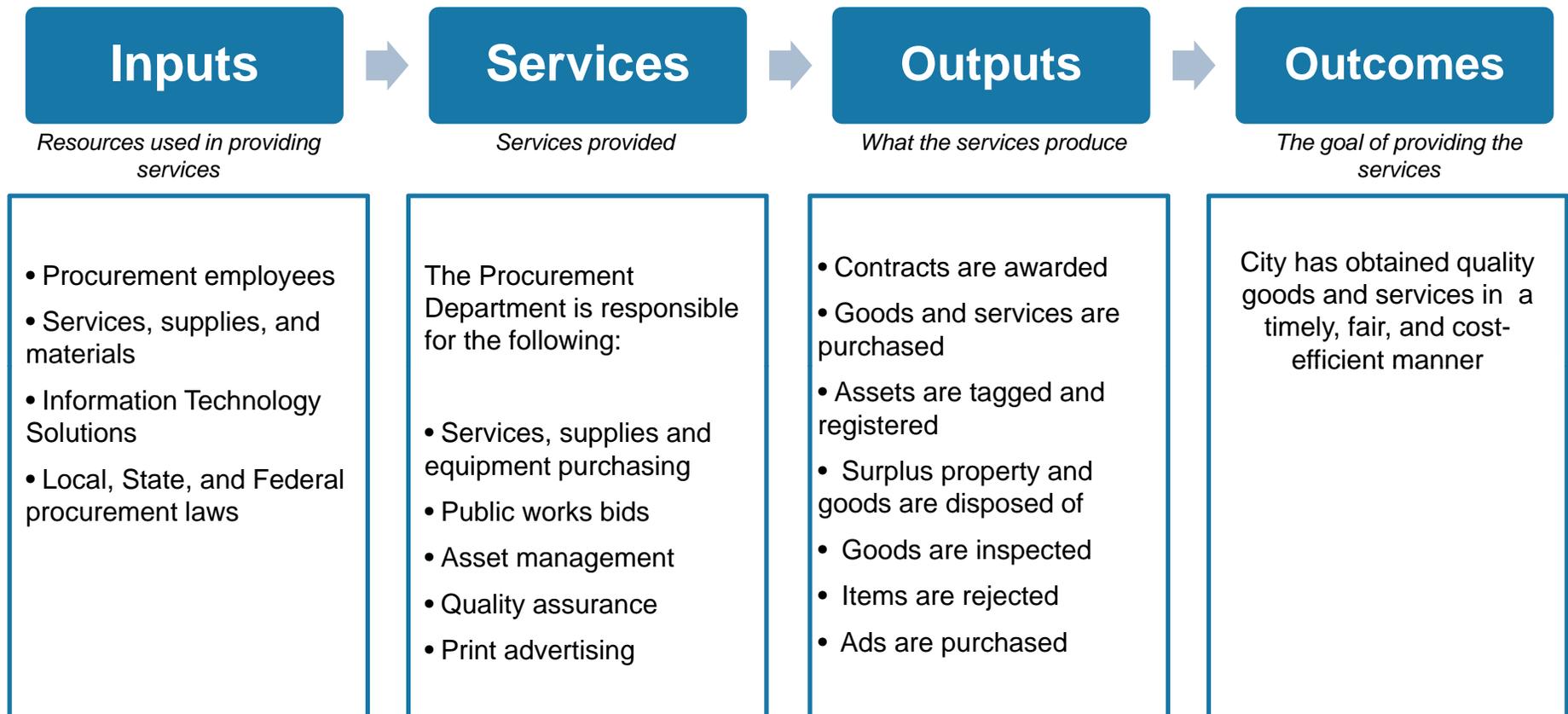
- The presentation begins with the department's core mission and a logic model, both which are useful for readers who are not as knowledgeable about what the department does.
- Each of the five sections (Operations, Customer Service, Finance, Technology, and People) have a summary dashboard of key performance measures and explanatory measures.
- Explanatory measures help explain movement in performance measures. For example, the number of employees and number of vehicles managed by the Office of Fleet Management impact the Office's operational performance measures.
- The presentation ends with brief explanations of the department's key challenges and wins for the quarter, and recognizes an employee of the quarter.

The Procurement Department takes pride in achieving its core objective which is contributing to Philadelphia government working efficiently, effectively, with integrity and responsiveness.

Procurement works as a team to obtain quality goods, services and construction in an open, timely, and cost-effective manner by a competitive, fair and socially responsible process in accordance with the law. Procurement is constantly improving its performance through enhanced customer service and continuous performance management.

Logic Model

A logic model is a representation of how an activity (such as a service, project, program, or policy) is intended to produce particular results, also known as outcomes. They also help identify key operations measures.

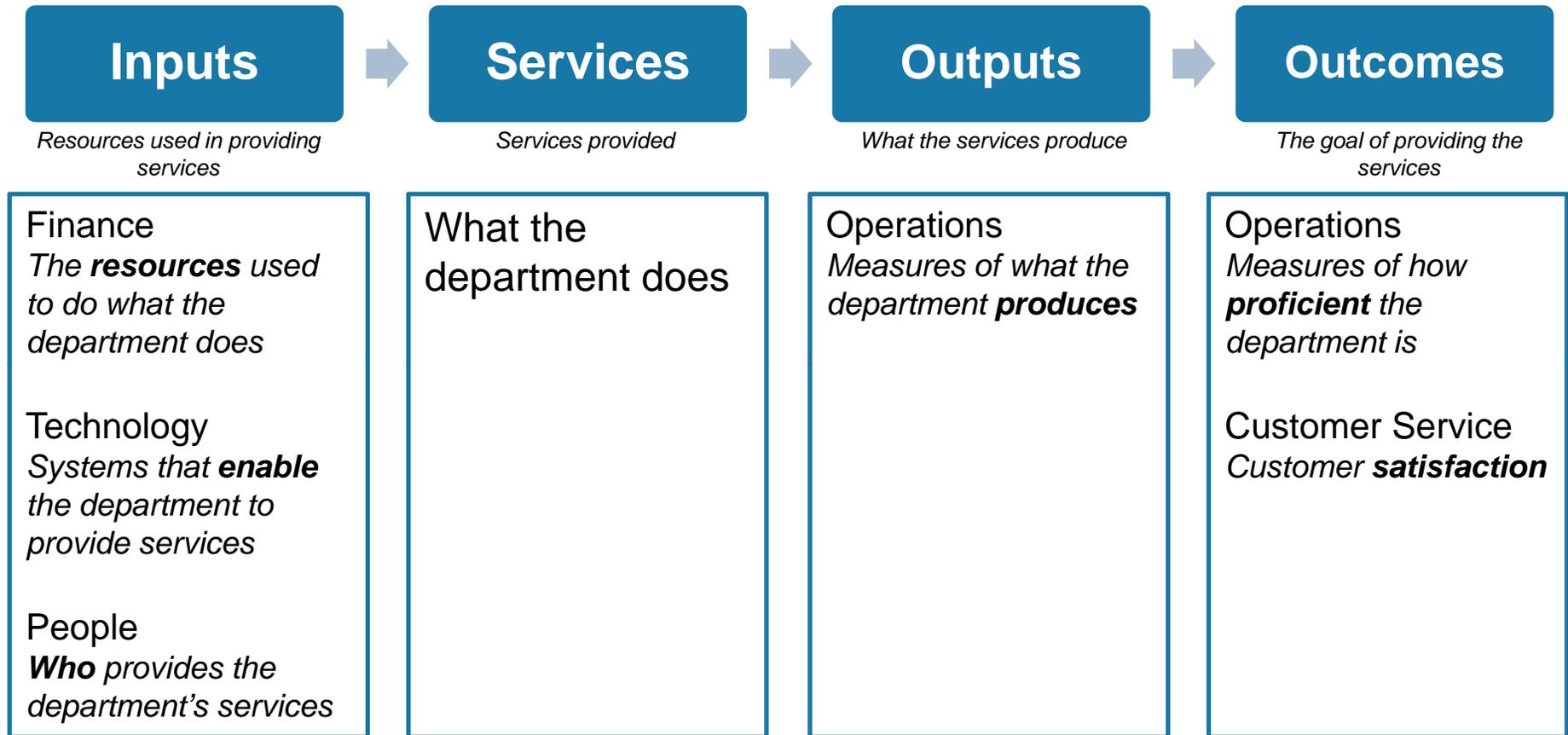


The Procurement Department is the central purchasing and materials management agency for the City. It's goal is to acquire services, supplies, equipment and construction at the lowest price that meets our customer's needs while ensuring an open and fair process.

The Procurement Department is also responsible for inventory control, inspections, disposal of surplus equipment and the processing of all citywide advertising.

Logic Model

How the Logic Model connects to PhillyStat's five measurement areas.



The PhillyStat Ops model breaks down metrics into five major areas of focus – operations, customer service, finance, technology and people. The logic model above shows where inputs, output, and outcome metrics can be tracked within the five service categories. PhillyStat works in partnership with departments to align these metrics with department strategic direction.

- The Procurement Department continues to provide quality service while improving its operations:
 - Short term:
 - Streamline internal processes with the tools already available
 - Stabilize operations
 - Reassess current team's capacity and identify training opportunities
 - Long term:
 - Transform how the City purchases
 - Identify further legislative solutions
 - Modernize the systems used to purchase on a comprehensive Citywide level

- The Procurement Department is continuously focused on the Mayor's 4th and 5th goals – Philadelphia becomes the Greenest City in America; and Philadelphia's Government Works Better for Everyone
- The Procurement Department is currently in operations stabilization mode due to a number of significant short term challenges related to staffing shortages and longer term matters related to technology.

1.1 Summary Operations Dashboard Outputs

Logic Model	Service	Indicator	Annual Target	FY12 Q1	FY12 Q2	Previous Quarter	Current Quarter	Previous Fiscal Year	Current Fiscal Year
						FY12 Q3	FY12 Q4	*FY11 YTD	*FY12 YTD
Output	Public Works	Number of public works bids awarded	N/A	43	34	23	18	66	41
	Public Works	Dollar amount awarded public works	N/A	\$647,477	\$697,500	\$1,200,000	\$12,120,934	\$1,883,042	\$13,320,934
	SS&E	Number of non-public works bids awarded	N/A	40	48	47	64	86	111
	SS&E	Dollar amount awarded non-public works	N/A	\$29,116,621	\$8,182,787	\$20,323,118	\$50,074,947	46,166,583	\$70,398,065
	SS&E	Number of small order purchases processed	N/A	342	249	228	283	**822	**1,102

Source: SPEED

Note: These are the department's operational key performance measures. All other measures are explanatory. Bid amounts, excludes sole source bids. *In FY11, data was available for Quarters 3 and 4 only (with the exception of small order purchases). Both FY11 and FY12 fiscal year to date numbers are for Quarters 3 and 4. **Quarterly and fiscal year to date data for small order purchases includes all four quarters.

1.1 Summary Operations Dashboard Outputs (cont.)

Logic Model	Service	Indicator	Annual Target	Previous Quarter			Current Quarter	Previous Fiscal Year		Current Fiscal Year
				FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	*FY11 YTD	*FY12 YTD	
Output	SS&E	*Percent of departmental bids processed within 90 days	TBD	28%	41%	33%	57%	59%	51%	
	SS&E	Percent of City-Wide contracts renewed/established before contract expires	TBD	82%	50%	52%	55%	N/A	53%	
	SS&E	Median number of responses for competitive bids	TBD	3	2	2	2	2	2	
	SS&E	Percent of competitive bids with single responses	TBD	28%	25%	26%	33%	30%	31%	

Source: SPEED

Note: These are the department's operational key performance measures. All other measures are explanatory. Bid amounts, excludes sole source bids. *In FY11, data was available for Quarters 3 and 4 only (with the exception of small order purchases). Both FY11 and FY12 fiscal year to date numbers are for Quarters 3 and 4. **Quarterly and fiscal year to date data for small order purchases includes all four quarters.

1.2 FY12 Q4 Competitive bids with the longest amount of time, from requisition to award.

Bid number	Commodity type	Department Affected	Days spent in other department(s)	Days spent in Procurement	Total days
B2VW4800	Sigma Aldrich Reagent Cartridges	Health	23	362	385
S2Z57890	Court Reporting Services for Phila City Council Sch 318-01	City Council	139	218	357
T2Z57580	Electronic Waste Recycling and Data Sanitization Services Sch 70-02	City-wide	99	207	306
S3Z58300	Maintenance and Repair of Belt Conveyors Sch 2003	City-wide	25	227	252
U2Z58230	Bituminous Materials Sch 165	City-wide	86	152	238

Note: Excludes sole source bids. Updated on 7/13/12.

Sources: Office of Innovation and Technology and Procurement Department SPEED



2.1 Summary Customer Service Dashboard

Previous Quarter **Current Quarter** *Previous Fiscal Year* **Current Fiscal Year**

Logic Model	Service	Indicator	Annual Target	FY12 Q3	FY12 Q4	FY11 YTD	FY12 YTD
Outcome	SS&E and Public Works	*Percent of respondents indicating very satisfied or satisfied on the Procurement Customer Satisfaction survey	TBD	N/A	87.5%	N/A	N/A

* These are the department's operational key performance measures. All other measures are explanatory.

Source: Procurement Department

3.1 Department Budget Dashboard

Fiscal Year 2012 – July 2011 to June 2012

Previous Fiscal Year 2011
July 2010 to June 2011

3.1 General Fund Appropriations/ Obligations	FY12 Current Target Budget	FY12 Projected Obligation	Target Budget minus Projected Obligation	% Difference	FY11 Target Budget	FY11 Annual Obligation	Target Budget minus Annual Obligation	% Difference
Total General Fund	\$4,151,574	\$4,664,361	(\$512,787)	-11%	\$4,151,574	\$4,380,785	(\$229,211)	-5%
Class 100	\$2,236,253	\$2,107,515	\$128,738	6%	\$2,236,253	\$2,083,262	\$152,991	7%
Class 200	\$1,866,267	\$2,516,267	(\$650,000)	-26%	\$1,766,267	\$2,266,267	(\$500,000)	-22%
Class 300	\$39,554	\$34,135	\$5,419	16%	\$39,554	\$30,256	\$9,298	31%
Class 400	\$9,500	\$6,444	\$3,056	47%	\$9,500	\$1,000	\$8,500	850%
Overtime	\$5,000	\$2,949	\$2,051	70%	\$10,000	\$29	\$9,971	34383%

Legend % Diff. from YTD Projection	
	0% and above
	-1% to -3%
	-4% and below

Source: Procurement Department

Notes: 1. Numbers provided for FY12 Q4 are preliminary. Procurement projects a \$650,000 deficit in Class 200 advertising funds in FY12 Q4.
2. FY12 Q4 minority contribution data not yet available from the Office of Economic Opportunity.



Summary Finance Dashboard (cont.)

Revenues	FY12 Estimate		FY12 Actual	% Difference Estimate vs. Actual		FY11 Estimate		FY11 Actual	% Difference Estimate vs. Actual
Total Revenues	\$868,000		\$779,039	-10%		\$868,000		\$633,418	-27%
Other Funds Appropriations and Obligations	FY12 Target Budget	FY12 Projected Obligation	\$ Difference	% Difference		FY11 Target Budget	FY11 Projected Obligation	\$ Difference	% Difference
Total Other Funds	\$69,028	\$45,856	\$23,172	51%		\$69,028	\$69,074	(\$46)	0%

Legend % Diff. from YTD Projection	
	0% and above
	-1% to -3%
	-4% and below

Source: Procurement Department. Note, numbers are preliminary.

Operations

Customer Service

Finance

Technology

People

Technology project updates will be discussed at the meeting.

Operations	Customer Service	Finance	Technology	People
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5.1 Staff Availability

The following set of metrics provide information on the availability of staff to perform the work of the department.

	Target	FY12 Q4	FY11 Q4	Comments
Number of budgeted positions		51	48	
Percent of Positions Vacant	0%	16%	4%	
% of Employees out on undocumented sick leave, of total sick leave(undocumented and documented) All Funds		23%	19%	
Average undocumented sick leave , per employee (in days)		0.76	0.67	
Percent of Employees Retirement Eligible		2%	7%	
Percent of employees in DROP		18%	24%	
Turnover		7%	N/A	

5.2 Staff Performance

The following metric shows if the department is current with performance evaluation, important documents for staff growth and development.

	Target	FY12 Q4	FY11 Q4	Comments
Percent of Civil Service Employees with Current Performance Evaluations	80%	90%	72%	
*Average Performance Rating				
DC 33	Satisfactory	91%		
DC 47	Superior	71%		
	Outstanding	21%		
	Satisfactory	7%		
Non rep	Superior	50%		
	Outstanding	50%		

Sources: 10th of the Month Report, FAMIS, Cognos and the Office of Human Resources.

* As of June 30, 2012 , eight employees had not yet completed performance reviews, and were not counted in the fiscal year end number. In addition, three DC33 employees had no record of employee evaluations resulting in a 91% 'Satisfactory' rating.



Employee of the Quarter



Julio Vallejo

Julio Vallejo is currently a Procurement Technician Supervisor in our Public Works Division, Capital Projects Unit.

He graduated in 1967 from Ben Franklin High School, Philadelphia. He began his college education at Spring Garden College before serving a two year stint in the U. S. Army. Julio is a Vietnam veteran. After military service, he attended Antioch University under the GI Bill.

He began his public service working for the Mayor's Office under Mayor Frank Rizzo, serving in the Hispanic community at the Concilio Community Services. In 1984 he joined the Procurement Department as a Technician and joined the newly formed Office of Fleet Management in 1992. In 1993 he worked in the Police Department and returned to Procurement in 1996. He has been a stalwart employee of the Public Works Division ever since.

He will be retiring at the end of this year after 39 years with the City. He is looking forward to spending more time with his family and has already been dubbed the Babysitter-in-Chief for his several grandchildren.

- Staffing transitions
- Lack of Competition
- Testing/migrating of SPEED (Procurement Tracking System)

- Significant Contract Awards
- C400 Inventory Reporting Improvement
- Office Supply Savings
- Staffing Transitions

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For more information about PhillyStat:

- Check us out on Facebook at www.facebook.com/phillystat
- Follow us on Twitter @PhillyStat
- Find us online at www.phila.gov/phillystat
- Email us at phillystat@phila.gov

Operations

- The City of Philadelphia **fiscal year** runs from July 1st to June 30th.
- **Sole source bids**, bids in which one company/organization can provide services needed, are excluded.
- **Small order purchases** are purchases of \$30,000 or less.
- **Median** number shows a distribution of 50% above and 50% below a group of items (e.g. competitive bids, bid responses).

Finance

- **Total appropriations** are the total funds allocated to departments, as approved by City Council.
- **Target budget** is the budget amount departments anticipate spending, given their total appropriations, (i.e. fiscal quarter year to date, fiscal year). Targets are set by departments and the Budget Department in partnership. Annual targets are set after annual budget is adopted.

Finance (cont.)

- **Obligation** is the total of department expenditures and encumbrances. Encumbrances are funds dedicated towards contract services.
- **Spending classes** included are Class 100 (Personnel), Class 200 (Purchase of services), Class 300 (Materials and supplies) and Class 400 (Equipment).
- **Overtime** includes regular and holiday overtime.

Human Resources

- **Number of full-time employees** includes all funds.
- **Undocumented sick leave, average days** is calculated as the total of paid and unpaid, undocumented sick leave divided by the number of employees, divided by 8 (hours in a full work day). Citywide number of employees excludes Fire, Police, First Judicial District, District Attorney, Register or Wills, City Controller, Sheriff and City Commissioner.