



Procurement Service Level Agreement (SLA) Analysis FY2020 Summary

Select Fiscal Year
2020

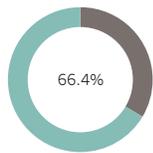
Total Year-End Reqs - FY2020			Total SLA Year-End Reqs - FY2020			Total Number of SLA Reqs - FY2020			Total Number of Reqs - FY2020		
SLA	Non-SLA	Grand Total	Meets	Exceeds	Grand Total	Meets	Exceeds	Grand Total	SLA	Non-SLA	Grand Total
426	12	438	284	142	426	2,398	1,211	3,609	4,042	335	4,377

FY2020 SLA Trend

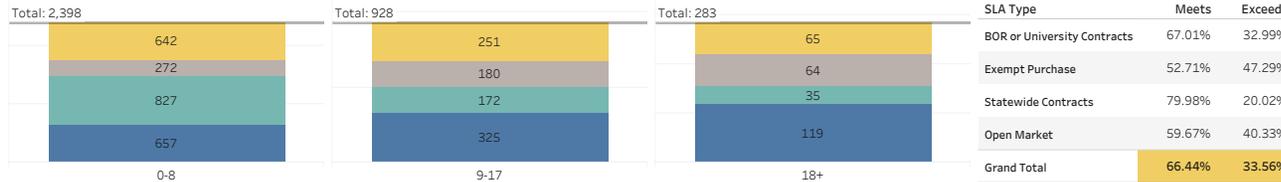
Requisitions That Fall Under SLA - Received by Month



% Meeting SLA - FY2020



Number of Reqs in SLA by Age Bin - FY2020 (Grouped by SLA Type)



SLA Type	Meets	Exceeds
BOR or University Contracts	67.01%	32.99%
Exempt Purchase	52.71%	47.29%
Statewide Contracts	79.98%	20.02%
Open Market	59.67%	40.33%
Grand Total	66.44%	33.56%

Monthly Procurement Workload - FY2020



Includes reqs that fall in and outside of the SLA reporting, excludes Cancelled reqs

Average Days per SLA Type - FY2020 Year-End Reqs Only

SLA Type	July	August	September	October	November	December	January	February	March	April	May
BOR or University Contracts					5.00	4.50	7.64	20.97	4.17		
Exempt Purchase						16.00	12.53	20.67	4.40		
Open Market				15.00	10.00	22.50	20.14	5.75			
Statewide Contracts	33.00	4.00	4.33	4.62	17.66	5.08					

Months in which SLA was exceeded - All FY2020 Reqs

SLA Type	July	August	September	October	November	December	January	February	March	April	May
BOR or University Contracts		Exceeded	Exceeded							Exceeded	
Exempt Purchase		Exceeded	Exceeded	Exceeded	Exceeded	Exceeded			Exceeded	Exceeded	Exceeded
Open Market		Exceeded	Exceeded	Exceeded					Exceeded	Exceeded	Exceeded
Statewide Contracts	Exceeded	Exceeded	Exceeded								

Avg. Days to Completion - FY2020

SLA Type	July	August	September	October	November	December	January	February	March	April	May
BOR or University Contracts	8	12	11	8	5	5	4	4	7	12	5
Emergency Purchase	5	13	13	10	9	7	4	5	8	7	6
Exempt Purchase	5	13	15	13	11	11	6	7	9	10	7
Open Market	7	11	12	10	8	6	6	6	11	11	8
RFx / Formal Solicitation		13	1								
Sole Source Purchase	10	16	8	9			17	24	42	9	38
Statewide Contracts	9	8	9	7	6	4	4	4	5	8	5