



## Procurement Service Level Agreement (SLA) Analysis FY2021 Summary

Select Fiscal Year  
2021

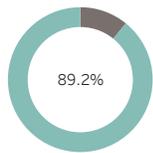
| Total Year-End Reqs - FY2021 |         |             | Total SLA Year-End Reqs - FY2021 |         |             | Total Number of SLA Reqs - FY2021 |         |             | Total Number of Reqs - FY2021 |         |             |
|------------------------------|---------|-------------|----------------------------------|---------|-------------|-----------------------------------|---------|-------------|-------------------------------|---------|-------------|
| SLA                          | Non-SLA | Grand Total | Meets                            | Exceeds | Grand Total | Meets                             | Exceeds | Grand Total | SLA                           | Non-SLA | Grand Total |
| 293                          | 12      | 305         | 224                              | 69      | 293         | 3,365                             | 408     | 3,773       | 4,333                         | 175     | 4,508       |

### FY2021 SLA Trend

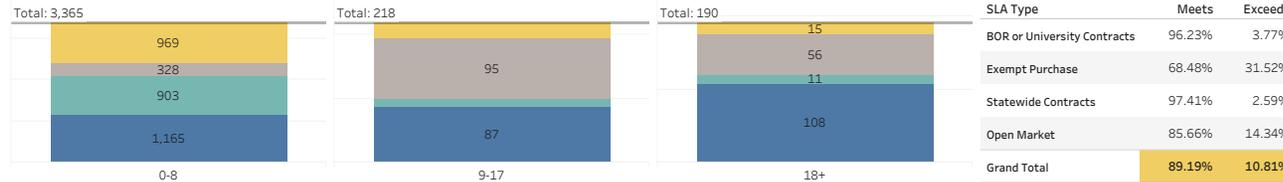
Requisitions That Fall Under SLA - Received by Month



### % Meeting SLA - FY2021

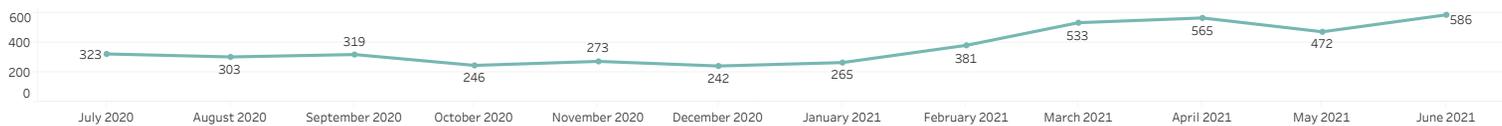


### Number of Reqs in SLA by Age Bin - FY2021 (Grouped by SLA Type)



| SLA Type                    | Meets         | Exceeds       |
|-----------------------------|---------------|---------------|
| BOR or University Contracts | 96.23%        | 3.77%         |
| Exempt Purchase             | 68.48%        | 31.52%        |
| Statewide Contracts         | 97.41%        | 2.59%         |
| Open Market                 | 85.66%        | 14.34%        |
| <b>Grand Total</b>          | <b>89.19%</b> | <b>10.81%</b> |

### Monthly Procurement Workload - FY2021



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

### Average Days per SLA Type - FY2021 Year-End Reqs Only

|                             | August | October | November | December | January | February | March | April | May   |
|-----------------------------|--------|---------|----------|----------|---------|----------|-------|-------|-------|
| BOR or University Contracts | 3.00   | 6.25    | 6.00     | 4.40     | 4.86    | 5.00     | 4.46  | 5.33  | 10.42 |
| Exempt Purchase             |        |         |          |          | 3.00    | 32.00    | 7.57  | 5.00  | 15.00 |
| Open Market                 |        | 5.00    | 5.00     | 4.83     | 5.13    | 7.55     | 10.50 | 16.60 | 13.06 |
| Statewide Contracts         | 1.00   | 5.00    | 3.40     | 4.85     | 5.00    | 11.50    | 5.35  | 5.50  | 7.63  |

### Months in which SLA was exceeded - All FY2021 Reqs

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

### Avg. Days to Completion - FY2021

|                             | July | August | September | October | November | December | January | February | March | April | May |
|-----------------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|
| BOR or University Contracts | 4    | 3      | 6         | 5       | 3        | 5        | 4       | 5        | 6     | 6     | 7   |
| Emergency Purchase          | 2    | 3      | 6         | 7       | 5        | 5        | 5       | 5        | 4     | 9     | 6   |
| Exempt Purchase             | 4    | 6      | 8         | 10      | 7        | 7        | 7       | 9        | 7     | 9     | 16  |
| Open Market                 | 4    | 7      | 7         | 7       | 7        | 8        | 8       | 8        | 7     | 8     | 7   |
| Sole Source Purchase        |      |        |           |         | 7        | 14       | 108     | 3        | 6     |       |     |
| Statewide Contracts         | 4    | 4      | 5         | 5       | 3        | 4        | 4       | 5        | 6     | 5     | 7   |