

State Agency Recognition Awards 2003

Title of Nomination:

- | | |
|---|---|
| <input type="radio"/> Executive Support | <input checked="" type="radio"/> Education/Outreach |
| <input type="radio"/> Customer Service | <input type="radio"/> Public/Private Partnerships |
| <input type="radio"/> Contract Simplification | <input type="radio"/> Prompt Payment |
| <input type="radio"/> Electronic Commerce | <input type="radio"/> Other |

Award Recipient: California Highway Patrol, Business Services Section, Purchasing Services Unit

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Person Nominating:

(Person to notify if your nomination is a winner. Fill out only if different than the person above.)

Mailing Address:

Phone:

Fax:

E-mail:

EXECUTIVE SUMMARY:

The California Highway Patrol's (CHP) Purchasing Services Unit (PSU) within Business Services Section (BSS) has proven invaluable to the success of the small business (SB), microbusiness and disabled veteran-owned business enterprise (DVBE) program. This unit's emphasis is to increase CHP participation with SB and DVBE businesses by matching vendor needs with leadership, knowledge, and expertise in acquisitions, materials management, and supplier relations. Whenever possible, the PSU has focused on one core service – SB/DVBE goal attainment. Employees in this unit exhaust all resources to ensure certified businesses are used for every purchase. These dedicated employees use their own initiative to develop a comprehensive database of certified businesses to provide easy access to departmental employees who need assistance identifying vendors. Additionally, PSU employees utilize the Department of General Services certified business inquiry and network with other departments, agencies, and internal facilities (Area offices) before awarding contracts to noncertified businesses. To date for the 2002/2003 fiscal year, PSU has completed 3,991 purchase orders amounting to \$74,467,774. Of these orders, 48% were awarded to small businesses and 2.5% were awarded to disabled veteran-owned business enterprises.

WRITTEN NOMINATION:

As a result of executive management's dedication to increasing certified business participation, BSS staff was requested to work cooperatively with the Certified Business Advocacy Unit to meet or exceed the goals set by the Governor's directives. Although all units under BSS have shown significant improvement, PSU has exhibited the drive and tenacity needed to meet, as well as **SURPASS**, departmental certified small business participation goals.

Personal contact, education, and one-on-one assistance with various CHP personnel regarding the certified business program have been implemented and closely monitored by PSU. For example, their experience and communication skills enable them to assist departmental personnel in finding the right certified business for the product needed, ensuring everyone is pleased with the process and the end product. PSU personnel review and investigate every requisition to ensure a certified business has been solicited. If a certified business is not listed on a request for purchase, PSU staff exhaust every available resource until a certified vendor is identified.

PSU personnel go that extra mile by sending certification applications to vendors so they may become certified. One instance which illustrates their tenacity is the vendor who refused to become certified even when the advantages had been repeatedly explained. Finally, after two years of continuous requests from PSU, the vendor became a certified and is extremely satisfied with the process.

The California Highway Patrol is proud to recommend the Business Services Section, Purchasing Services Unit for their creative and outstanding achievement in advancing the state's small business and disabled veteran-owned business enterprise participation in the state contracting process.