

2022 TOP 10 PRIORITIES for State Procurement

1 Customer Service to Agency Stakeholders

Responsiveness to agency stakeholders' needs; maintaining trust, compliance with service level agreements, and high satisfaction levels.

2 Central Procurement Office as a Strategic Leader

Strategic leadership, active participation in policy setting, and statewide planning; comprehensive governance and oversight; centralized data gathering and analysis for increased business insight and responsiveness to stakeholder needs.

3 Continuous Process Improvement

Continuous review and improvement of current procurement processes to eliminate waste and gain new sources of value and efficiencies.

4 eProcurement

Start-to-finish system creation and adoption; increased statewide agency utilization of eProcurement/ERP solutions.

5 Training & Certification

Promoting training and certification programs that elevate the procurement profession and develop skillsets for the future.

6 Talent Management & Succession Planning

Recruiting and retaining skilled procurement professionals; remote work capacity; succession planning; talent management strategies.

7 Analytics for Data-driven Decision Making

Using data analytics and tools to drive better procurement decisions state-wide.

8 Effective Contract Administration

Standardizing processes for effective contract administration; monitoring contract and supplier performance.

9 Promoting Supplier Diversity

Implementing strategies to create opportunities for small businesses and women, minority, and veteran-owned businesses to participate in state government contracting.

10 Tracking Performance Metrics to Achieve Procurement Goals

Performance management; using key performance indicators (KPIs) to track performance and achieve procurement goals: savings/cost avoidance, procurement function, and customer service experience.