

Memorandum



DATE November 30, 2018

CITY OF DALLAS

Honorable Members of the Government Performance & Financial Management
TO Committee: Jennifer S. Gates (Chair), Scott Griggs (Vice Chair), Sandy Greyson,
Lee M. Kleinman, Philip T. Kingston, Tennell Atkins, Kevin Felder

SUBJECT **Update on Service Order Utilization**

In March 2018, the Office of Procurement Services briefed the Government Performance & Financial Management (GPFM) Committee on recommended changes to Chapter 2 and 15B of the City Code, which the City Council subsequently approved on April 11, 2018. While many of the changes were made to codify State statutes, several changes were recommended to provide operational efficiencies, one of which was the creation of the service order (SO). During the briefing the GPFM committee requested an update on the utilization of the new SO.

An SO, similar to a purchase order for goods, is used to authorize payment without the requirement of a contract for minor services that do not exceed \$3,000. Prior to the SO going into effect on April 30, 2018, departments submitted Administrative Actions to process such requests. The SO allows for a much more streamlined and timely processing of low dollar services, such as those for minor repair and delivery.

Through the end of FY 2018, a total of 111 service orders were submitted and approved with an average expenditure of \$1,170 per transaction, reducing the processing time from an average of 15 days to 5 days. Please let me know should you have any questions.

A handwritten signature in blue ink, appearing to read 'MFrosch'.

Mike Frosch
Director
Office of Procurement Services

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Chris Caso, City Attorney (I)
Carol Smith, City Auditor (I)
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
M. Elizabeth Reich, Chief Financial Officer
Directors and Assistant Directors