

NOVEMBER 1, 2025



Programs & Services

Accountability, Transparency, Integrity



State of Illinois
Chief Procurement Office
for General Services

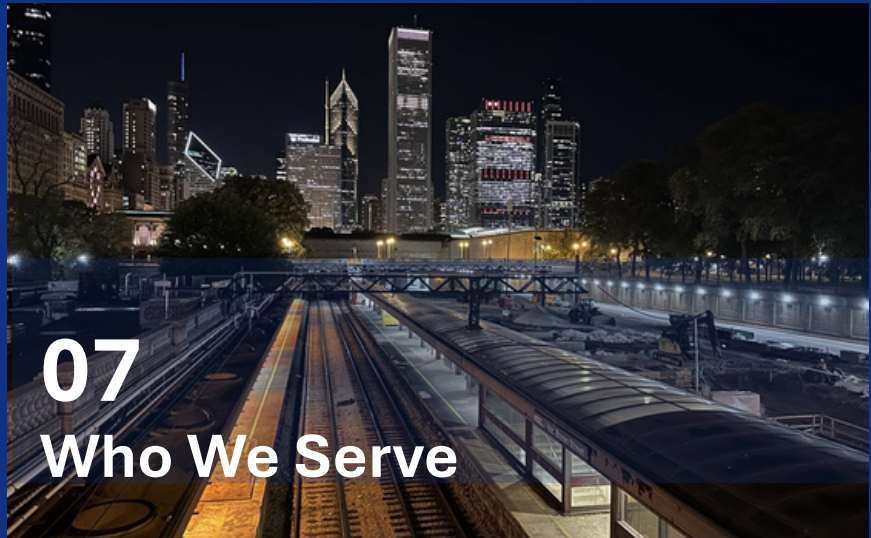
Chief Procurement Officer for General Services

Ellen H. Daley

Programs and Services
2025



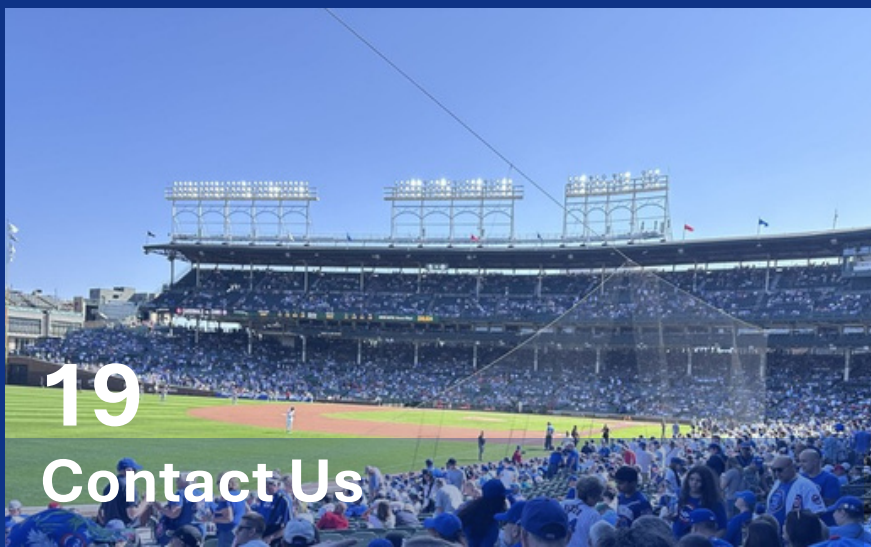
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Welcome to the Chief Procurement Office for General Services



We view trust as a comfort that comes from knowing that people are doing the right things in the right way, and that someone is accountable when things go sideways or wrong. I am pleased to share information about the services and programs of the Chief Procurement Office for General Services. At the heart of our mission is an unwavering commitment to be accountable. We are responsible for ensuring that procurements adhere to law and policy, and that vendors and the public alike can trust the outcome.

Whether you are a taxpayer, a vendor, an agency, or a legislator, I want you to know that my office stands as your partner. We've spent the past ten years building and delivering services that invite vendors to compete openly, agencies to procure efficiently, and taxpayers to feel confident that every transaction is monitored and measured.

In this appendix to my *Year in Review* annual report, you will find descriptions of the programs and services that deliver value, foster inclusion, and keep procurement running. Thank you for taking an interest in our work. I hope you find these pages informative and reassuring. If you have questions or want to learn more, our door is open.

In gratitude,

A handwritten signature in blue ink, reading "L. H. Doley".

About Us

Our Purpose and Values



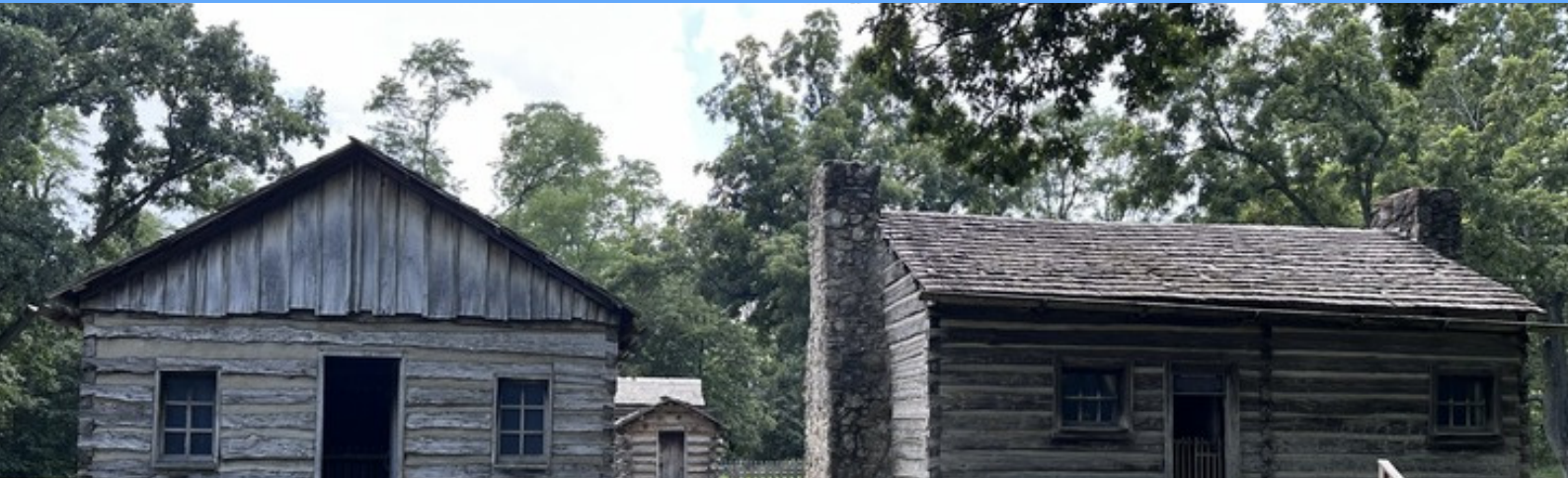
Since her Senate confirmation in 2015 as Chief Procurement Officer for General Services (CPO), Ellen Daley has prioritized building an organization composed of diverse, talented professionals committed to public service and good government. She leads the Chief Procurement Office for General Services (CPO-GS) that regulates and assists 63 state agencies, boards and commissions in procuring billions of dollars in goods and services annually. The CPO and State Purchasing Officers (SPOs) act independently of political influence, are fiduciaries of taxpayer interests, and are statutorily mandated to enforce compliance with the Illinois Procurement Code.

A diverse workforce and continuous improvement mindset are foundational. We believe decision-making is strengthened and our organization enriched by employees with diverse experiences, backgrounds, and perspectives. We embrace an ongoing effort to get better by encouraging innovative thinking and even the smallest improvements. We value delivering on promises that exceed stakeholder expectations. Attracting and retaining intelligent, accountable, and diverse professionals is to what we owe our success. We're dedicated public servants. And yes, we affectionately identify with being called "procurement geeks."

Improving state procurement demands trust, collaboration, integrity, and perseverance. At the core of our work is direct service to agencies and vendors. Whether assisting an agency with a sole-source justification, helping a vendor complete financial disclosures, or ensuring contractors have not made prohibited campaign contributions, we remain committed to

About Us

Our Approach



making procurement easier, more approachable, and instilling confidence in government.

Our highest purpose is to protect the public's trust by enforcing Illinois' procurement laws and providing transparency into state purchasing. Our oversight ensures that each transaction is lawful. The CPO and State Purchasing Officers (SPO) review and approve thousands of agency procurements annually; when a procurement fails to comply with legal standards, we halt it. At the same time, our enforcement should not cause unnecessary delays, inflated costs, or exclusion of small or disadvantaged vendors.

In essence, procurement must be lawful and transparent
while also efficient, inclusive, and comprehensible.

Procurement blends art and science. The science provides the rules and structure. The art involves creativity, judgment, and adaptability. Without balance of the two, procurement can become rigid, opaque, and slow. Our services and programs make procurement more accessible and streamlined as evidenced by fewer bidder disqualifications, easier to complete vendor disclosures, increased small business participation, and shorter procurement timelines.

Who We Serve

Taxpayers



Who We Serve

The CPO-GS serves three primary stakeholder groups: (1) taxpayers; (2) vendors seeking or holding state contracts; and (3) the agencies whose procurements we regulate.

Each group has distinct expectations with often competing priorities and conflicting interests. Our success depends on understanding and balancing those expectations.

Taxpayers

Few things erode public trust faster than procurement scandals involving unfair awards, bid-rigging, or political favoritism. Because agencies procure billions of dollars worth of goods and services, taxpayers and legislators expect the CPO to ensure compliance with law, provide transparency, and take accountability. These expectations are measured annually through the following:

- Regulatory Metrics: Preventing Unlawful Behavior
- Transparency Metrics: Small Purchase Procurement Method
- Transparency Metrics: Exempt Transactions

Who We Serve

Vendors



Vendors

Vendors participating in state contracting expect fairness, openness, and competition. They invest significant time and resources preparing bids and expect to be evaluated objectively against clear criteria. They expect the process to be navigable and unbiased with detailed and clear bidding requirements. Vendors invest in the process and expect equal treatment and an opportunity to win when they are best qualified.

Our services and programs provide assistance and tools for vendors to learn about and participate in procurement, especially small and disadvantaged businesses. For this reason, we track the following metrics measuring our efforts to help vendors access and succeed in contract opportunities:

- Access Metrics: Small Business Set-Aside Program
- Access Metrics: Small Business Outreach and Training
- Access Metrics: Illinois Procurement Gateway
- Performance Metrics: Commitment to Diversity

Who We Serve

Agencies



Agencies

State agencies must procure reliable goods and services at the right quality, price, and delivery time. As the entities that solicit, contract, and use the purchased items, they expect the CPO to perform enforcement duties without creating unnecessary or unjustifiable steps.

The State's procurement laws are voluminous and already complex. Each new CPO policy and procedure's impact on adding to this complexity and a procurement's timeline is carefully considered. Our services and programs include regular agency training, electronic platforms to streamline operations, responsive review and guidance, and an expanding list of available cooperative contracts.

Accordingly, the following performance metrics evaluate our services to agencies:

- Performance Metrics: Procurement Method
- Performance Metrics: Illinois Procurement Training Academy
- Performance Metrics: Unified Procurement Program
- Performance Metrics: Sole Source Procurement Method

Programs and Services

State Purchasing Officers



State Purchasing Officers (SPO) are the backbone of the procurement regulatory system. At the direction of the CPO, SPOs exercise procurement authority created by the Illinois Procurement Code. By serving as the agency-level procurement authority, SPOs help ensure that contracts are awarded fairly, open competition is preserved, and procurement processes are efficient and understandable. SPOs support the broader mission of the CPO to standardize procurement practices across agencies, reduce barriers for vendors (especially new, small, and disadvantaged vendors), and ensure compliance with procurement laws and policies.

SPOs hold a fiduciary duty to the taxpayer, a term appointment insulating them from undue political or agency influence, and national certification in procurement. SPOs must follow ethics, reporting, and conflict-of-interest requirements contained in the Procurement Code and Ethics Act.

SPOs review and approve agency procurements for appropriateness and compliance. They are involved from the beginning with the choice of procurement method and on through solicitation, evaluation, and contract execution. While only State agencies decide what they need, SPOs and agencies work closely together to ensure that the need is satisfied while maintaining the integrity of the procurement.

Programs and Services

Illinois Procurement Training Academy



The Illinois Procurement Training Academy (IPTA) formalizes the education and training of agency procurement staff. Our dedicated trainers and resources deliver a comprehensive curriculum that covers the Illinois Procurement Code, CPO policies and forms, the BidBuy e-procurement system, and the Illinois Procurement Gateway (IPG).

Procurement can be complex. It demands knowledge of procurement laws, policy, forms, and technology. Even the most seasoned professional acknowledges that completing the multitude of steps in a procurement benefits from experience and knowledge about what to do, when, and why.

We offer a full continuum of learning opportunities through live and virtual instruction, on-demand videos, and a full library of reference materials. Our offerings include foundational procurement skills and Illinois-specific applications. A growing number of courses offer professional development hours through the Universal Public Procurement Certification Council.

The knowledge, experience, and confidence that agency staff have in conducting procurements is usually the greatest determinant in how long most procurements take. Strong procurement execution relies on well-trained staff. The IPTA's work directly enhances the speed, quality, and consistency of procurements throughout the State.

Programs and Services

Procurement Systems Group



The Procurement Systems Group (PSG) manages two key technology platforms that streamline procurement for agencies and vendors: the Illinois Procurement Gateway (IPG) and BidBuy.

The PSG reviews and approves vendor financial disclosures and certifications submitted through the IPG. By getting these mandatory documents approved in advance of bidding and contracting, the PSG decreases the risk of vendor disqualifications and saves agencies significant time reviewing the same disclosures. The IPG also centralizes and facilitates registration in the Small Business Set-Aside Program.

BidBuy is the CPO's e-procurement solution that modernizes all aspects of State procurement. It manages agency and SPO approvals, collects information on each procurement, permits electronic solicitation and awarding of contracts, and serves as the procurement file. BidBuy benefits all stakeholders by increasing procurement efficiency, transparency, and compliance. The PSG oversees BidBuy's daily operation and supports agencies' access to the system.

By standardizing disclosure review and providing daily system support, the PSG reduces administrative burden, minimizes bidder errors, and ensures greater access to State procurement.

Programs and Services

Commitment to Diversity



The Commitment to Diversity Program (C2D) uses State procurement to advance diversity, equity and inclusion (DEI) awareness, understanding, and practices in agencies and vendors. C2D ensures compliance with statutory requirements and supports their intentions with training to achieve positive outcomes.

C2D includes:

- **Training:** C2D staff developed and administer a OneNet online course that agency personnel involved in the award of state contracts must complete pursuant to Section 50-85 of the Procurement Code. The annual training addresses how cognitive biases affects procurement decisions and outcomes.
- **Factor:** Request for Proposal (RFP) evaluation criteria awards points to vendors that demonstrate DEI practices in their proposals. By performing actions that demonstrate a commitment to diversity, vendors help themselves while also benefiting their employees and communities. C2D staff train agencies to use the factors for solicitation and evaluation of commitment to diversity. C2D staff also explain the factors to vendors during pre-submission conferences.

Programs and Services

Small Business Set-Aside Program



The Small Business Set-Aside Program is the CPO's economic development program. One of the most important ways that state government directly supports small business is through purchasing their supplies and services. When quality, service, and delivery are nearly the same, is buying from an out-of-state vendor that bids \$5 less than the Illinois vendor really the better deal for the State?

Section 45-90 of the Procurement Code creates the goal that the State award not less than 10% of the value of all contracts to small businesses in Illinois. Section 45-45 authorizes the CPO to designate contracts as small business set-asides and limit competition for them to small businesses in Illinois. These designated set-aside contracts are the CPO's primary mechanism to achieve the 10% goal.

When agencies purchase from Illinois small business owners, they drive economic growth and employment throughout Illinois. The small business owner is paid with tax dollars that they use to pay local and State taxes, hire employees, and reinvest in their businesses and communities. Taxpayer dollars remain in local communities and the State longer than when purchasing from out-of-state vendors.

The SBSP conducts regular vendor outreach and training to recruit and prepare small businesses for success in the program.

Programs and Services

Unified Procurement Program



The Unified Procurement Program (UPP) is a comprehensive joint and cooperative purchasing program that lowers contract costs, shortens procurement time, and saves agency resources. Joint and cooperative purchasing represents an alternative to individual agencies conducting their own procurements.

State agencies seek efficient use of staff time and greater value from each dollar spent. Through joint and cooperative purchasing, agencies collaborate with other states and government entities to procure best-in-class contracts. Procuring these contracts usually requires fewer state resources, results in better pricing and terms due to leveraged buying power, and are procured faster.

UPP ensures compliance and provides training in the requirements of the Governmental Joint Purchasing Act (30 ILCS 525/). Joint and cooperative purchasing occurs when two or more units of government conduct a single procurement and share the resulting contract. This type of procurement, which includes piggybacking, may occur between State agencies or may include other governmental entities in or outside of Illinois. UPP works directly with local governments in Illinois to use existing agency supply contracts.

UPP's mission is to make more joint purchase contracts available to State agencies, local units of government, and qualified not-for-profit agencies.

Contact Us

Questions? We're Here to Help.



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